

East Park Medical Centre

Inspection report

5 -7 East Park Road
Leeds
LS9 9JD
Tel:

Date of inspection visit: 27 July 2022
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at East Park Medical Centre on 25 and 27 July 2022. Following this inspection, we rated the location as good overall and the following for each key question:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This announced comprehensive inspection was carried out following changes to the provider registration and legal entity of the practice. This was the first inspection since this change.

Under their previous registration, the practice was inspected on 8 December 2017. At that inspection, the practice was rated good overall and for all key questions of safe, caring, responsive and well-led. Effective was rated as requires improvement. We returned on 7 November 2018, and at that inspection effective was rated good. The full report for those inspections can be found by selecting the 'all reports' link for East Park Medical Centre on our website at www.cqc.org.uk

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- Conducting some staff interviews via telephone.
- Practice staff completing questionnaires.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- A visit to the main site at 5-7 East Park Road.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

We found that:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff knew how to identify and report safeguarding concerns.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Staff had the skills, knowledge and experience to deliver effective care.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- There was a “sit and wait” clinic available one day a week, which allowed flexibility for patients, particularly those with complex needs.

Whilst we found no breaches of regulations, the provider **should**:

- Summarise any outstanding patient records to ensure that information is available for the delivery of safe patient care and treatment.
- Improve the process for the management of patient safety alerts to ensure all potentially affected patients are informed.
- Continue to look at ways of improving uptake rates for childhood immunisations and cervical cancer screening.

We found an area of outstanding practice:

- The practice employed a children and young people’s champion who worked closely with schools and other key stakeholder, to improve outcomes for that population group.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector who spoke with staff via telephone and undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews, and spoke with the lead GP, without visiting the location.

Background to East Park Medical Centre

East Park Medical Centre has two sites. The main site is located at 5-7 East Park Road, Leeds LS9 9JD. The second site is located at Halton Medical Practice, 2a Primrose Lane, Leeds LD9 7HR. Both premises are purpose-built health centres and are leased by the provider. There is disabled access and nearby parking for patients.

The East Park Road premises have consulting and treatment rooms over two floors, with the main reception being on the ground floor. Access to other floors is by stairs or a lift. The Halton Road premises has a reception and patient waiting area. All consulting and treatment rooms are located on the ground floor.

Patients can access services at either of the two locations.

The provider of East Park Medical Centre is registered with the Care Quality Commission (CQC) to deliver the Regulated Activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice is situated within NHS Leeds Clinical Commissioning Group (CCG) who, from 1 July 2022, are now known as the NHS West Yorkshire Integrated Care Board (ICB). The practice is part of a wider network of GP practices, known as a Primary Care Network (PCN).

Information published by Public Health England rates the level of deprivation within the practice population group as being decile one. (On a scale of one to ten, decile one represents the highest levels of deprivation and decile ten the lowest.)

The provider holds a General Medical Services (GMS) contract to deliver services to approximately 9,046 patients. The registered patient list size has increased by over 1,100 since 2019. According to the latest available data, the ethnic make-up of the practice is 85% White, 4% Asian, 6% Black with the remainder being of mixed and other ethnicities. The gender distribution of the patient population shows there are similar numbers of male and female. In comparison with England averages, there are higher numbers of young people (26% compared to 20%) and slightly lower numbers of working age people (59% compared to 65%).

The clinical team consists of a male lead GP, four female salaried GPs, one advanced nurse practitioner, one physician associate, two practice nurses and a phlebotomist (all female). Six regular locum GPs (three female and three male) also work at the practice, undertaking a total of 22 clinical sessions per week between them. There is a pharmacy team of one pharmacist, a pharmacy technician and two prescription clerks (all female).

The management team consists of a chief operating officer (who is also the provider and a GP), a business manager and a service lead. The practice staff are supported by a team of administrators, secretaries and call handlers.

There is a board of members, who support governance and oversight of all the provider's locations. (The provider has another registered location based in Leeds.)

The East Park Medical Centre site opening hours are 8am to 6.30pm Monday to Friday. In addition, a cervical cancer screening clinic is operated between 8am to 12midday, on two Saturdays per month.

The Halton Medical Practice site opening hours are Monday to Friday 8am to 4pm.

Appointments during these times are available for patients, which include face to face and telephone. Requests for home visits can be made to the practice, which will be discussed with the duty doctor. Patients also have access to online requests via the practice website.

Out of hours cover is provided by Local Care Direct. Patients are directed to contact NHS 111 when the practice is closed; should the need arise.

Weekend extended access, between 9am and 3pm on Saturday and Sunday, is provided locally by Leeds GP Confederation.