

The Parks Medical Centre - B Hainsworth

Inspection report

The Parks Medical Centre
340 Aikman Avenue
Leicester
Leicestershire
LE3 9PW
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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 effective?

Good 

Are services caring?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at The Parks Medical Centre - B Hainsworth on 4 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Caring
- Well-led

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

We have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The governance processes ensured risks were identified and managed to protect patients from avoidable harm.

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

- Continue to explore ways to improve uptake of childhood immunisations and cervical cytology.
- Continue to explore ways to improve patient satisfaction in areas identified in the national GP patient survey.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to The Parks Medical Centre - B Hainsworth

The Parks Medical Centre is situated in the New Parks area of Leicester where there are high levels of unemployment and deprivation. The practice is located in a purpose-built single-storey building and has approximately 5900 patients registered with it.

For more information about the service please refer to the centre website;
<http://www.theparksmedicalcentre.com/>

The provider is registered with CQC to deliver the Regulated Activities:

- diagnostic and screening procedures.
- maternity and midwifery services.
- family planning.
- surgical procedures.
- treatment of disease, disorder or injury.

The practice has two GP partners (both male) and a regular locum GP (female) for three days a week. There is a full-time practice nurse (female) with an additional nurse (female) who works one day a week. The practice had recently recruited an international GP (female) on a salaried basis. There is a practice manager who is supported by a team of reception and administration staff. The practice has a General Medical Service (GMS) contract.

The practice is open between 8am and 6.30pm Monday to Friday with extended hours to 8pm on Wednesdays and 7.30pm on Tuesdays. Routine appointments are from 9am to 11am and 4pm to 6 pm daily, with a 'sit and wait' service at the end of each appointment period for patients who need to be seen urgently that day.

When the surgery is closed out of hours GP services are provided by Central Nottingham Clinical services (CNCS) accessed via NHS 111.

There are higher than average numbers of patients between the age of 0 and 18 years of age and slightly lower than average patients aged 65 years and over. The National General Practice Profile states that 80% of the practice population is from a white background with 9% from Asian background.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.