

The Practice Lincoln Green

Inspection report

Burmantofts Health Centre
Cromwell Mount
Leeds
LS9 7TA
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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 The Practice Lincoln Green on 25 August 2022. Following this inspection, we rated the location as Good and for each key question:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 19 November 2015, the practice was rated Good overall and for the key questions of safe, effective, caring and well-led. At the last inspection we rated the practice as outstanding for providing responsive services because:

- Educational workshops were provided for patients who had a diagnosis of diabetes to improve their understanding and self-management. The practice also delivered educational sessions in a local primary school and supermarket.
- One of the practice nurses had co-founded the Leeds Respiratory Network Group.
- Mindfulness and guided meditation sessions were provided for patients.
- There was a proactive approach to the education of patients and they could evidence a reduction in accident and emergency attendances as a result.

At this inspection, we found that some of those areas previously regarded as outstanding practice were no longer in operation, as a result of staff leaving the practice and shortfalls in staffing overall. At this inspection, the threshold for achieving an outstanding rating had not been reached. The practice is therefore now rated good for providing responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Practice Lincoln Green on our website at www.cqc.org.uk

Why we carried out this inspection

This comprehensive inspection was undertaken in line with our inspection priorities.

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 as possible. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

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- Requesting evidence from the provider.
- Conducting some staff interviews via telephone and teleconferencing.
- 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 site visit.

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

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.

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

- Continue to undertake recruitment processes, and/or review staffing structures, to ensure there are enough clinical staff to deliver services.
- Summarise any outstanding patient records to ensure that all information is available for the delivery of safe patient care and treatment.
- Continue to look at ways of improving uptake rates for childhood immunisations and cancer screening of breast, bowel and cervical.
- Continue to have regular, minuted meetings, such as clinical, safeguarding and palliative care, to support the delivery of patient care and treatment.
- Improve the identification of carers.

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, records reviews, and spoke with the lead GP, without visiting the location.

Background to The Practice Lincoln Green

The Practice Lincoln Green is located at Burmantofts Health Centre, Cromwell Mount, Leeds LS9 7TA. The premises also house another GP practice, a walk-in centre and a range of community health services. The building is owned by Leeds Community Health Trust and is leased by the practice. It is located within an area of high socio-economic deprivation. There is onsite parking and disabled access to the premises.

The provider of The Practice Lincoln Green 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 and family planning.

The practice is one of five CQC registered GP practices managed and operated by Chilvers & McCreia Limited. These services are also part of a larger corporate provider known as Operose Health Limited, who are based in Buckinghamshire. Operose Health provide support to the practice through a range of departments which include human resources, governance and finance.

The Practice Lincoln Green is situated within 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 Primary Medical Services (PMS) contract to deliver services to a registered patient population of approximately 4,673. According to the latest available data, the ethnic make-up of the practice is 55% White, 14% Asian, 20% Black with the remaining 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 lower numbers of older people (8% compared to 18%), slightly higher numbers of young people (22% compared to 20%) and higher numbers of working age people (69% compared to 62%).

The clinical team consists of one male salaried GP, a practice nurse, a self-employed contracted advanced nurse practitioner, a healthcare assistant and a phlebotomist (all female).

The non-clinical team consists of a practice manager, a secretary and receptionists.

The provider is in the process of a recruitment campaign to address the shortfalls in staffing numbers. They have recently recruited two salaried GPs, one of whom is completing their induction and the other is due to start in September 2022. The practice uses regular locum GPs to maintain clinical services.

The practice opening hours are Monday to Friday 8am to 6.30pm, with extended access until 8pm on Monday. Patients also have access to evening and weekend appointments at hubs based in Leeds, which are operated by the local confederation.

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, after being assessed as being appropriate. 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.