

Saffron Health

Inspection report

509 Saffron Lane
Leicester
Leicestershire
LE2 6UL
Tel: 0116 244 0888
www.saffronhealth.co.uk

Date of inspection visit: 19 June 2019
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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?

Good 

Are services well-led?

Good 

Overall summary

We had previously carried out an announced comprehensive inspection at Saffron Health on 23 and 25 October and 6 November 2018. The overall rating for the practice was requires improvement. The full comprehensive report on that inspection can be found by selecting the 'all reports' link for Saffron Health on our website at www.cqc.org.uk.

At that inspection we identified breaches of Regulation 12 (Safe care and treatment) of the Health and Social Care Act and issued the practice with a Warning Notice. A follow up inspection was carried out on 20 March 2019 that confirmed that practice was now meeting the legal requirements in relation to the breaches of the regulations.

This inspection was an announced comprehensive inspection, carried out on 19 June 2019.

Our key findings from inspection were;

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- 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 practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was strong emphasis on audit as means of assessing, measuring and improving outcomes for patients.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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 inspector and consisted of a GP specialist advisor, a practice nurse specialist advisor and a practice manager specialist advisor.

A further CQC inspector acted as an observer.

Background to Saffron Health

Saffron Health provide Primary Medical Services for 17,800 registered patients in Leicester City. Services are provided from two sites located at 509 Saffron Lane, Leicester, LE2 6UL and 612 Saffron Lane, Leicester, LE2 6TD. We visited 509 Saffron Lane during this inspection.

The practice has eight partner and four salaried GPs, seven practice nurses, three paramedics, one pharmacist and three healthcare assistants. They were supported by team of receptionists, managers and administration staff.

The practice has a General Medical Services Contract (GMS). The GMS contract is between general practice and NHS England for delivering primary care services to local communities.

The practice is located within the area covered by Leicester City Clinical Commissioning Group (CCG). The CCG is responsible for commissioning services from the practice.

The practice lies in the first decile of deprivation, where one is the most deprived and ten the least deprived.

16.7% of patients were from black, minority and ethnic groups.

Life expectancy for both males and females is lower than the national average.

Both sites of the practice are open between 8am and 6.30pm Monday to Friday. In addition to the core hours 509 Saffron Lane opened at 7.30am on Mondays, Tuesdays, Thursdays and Fridays and closed at 7.30pm on Mondays to Thursdays.

The 612 Saffron Lane site opened at 7.30am on Mondays and Thursdays.

Pre-bookable GP extended hours appointments were available at the extended hours hubs in the City of Leicester.

When the practice is closed out-of-hours GP care is provided by DHU Healthcare C.I.C, contactable through NHS 111.