

Severn Surgery

Inspection report

159 Uplands Road
Oadby
Leicester
Leicestershire
LE2 4NW
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Date of inspection visit: 27 November 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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We had previously carried out an announced comprehensive inspection at Severn Surgery on 12 June 2019, as part of our inspection programme where the practice was rated as good overall and requires improvement in responsive. The full comprehensive report of all previous inspections can be found by selecting the 'all reports' link for Severn Surgery on our website at

We decided to undertake an announced comprehensive follow up inspection of this service on 27 November 2019 due to information of concern received.

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 and

We have rated this practice as good overall. The practice was rated as requires improvement for providing responsive services and this affected all population groups which were also rated as requires improvement.

We rated the practice as **good** for providing safe, effective, caring and well-led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- The practice demonstrated awareness of Quality Outcomes Framework (QOF) performance and was taking action to improve patient outcomes.
- The uptake of national screening programmes such as cervical screening and the uptake of childhood immunisations was below local and national targets. The practice received support from external services and developed an action plan to improve uptake.
- The provider promoted the delivery of good quality, person-centred care. A reconfiguration of the service had resulted in a number of improvements including the recruitment of additional clinical staff. Records viewed during the inspection and our discussions with staff showed the provider was working to consolidate the changes and enable ongoing improvements.

We rated the practice as **requires improvement** for providing responsive services because:

- Patients experienced difficulties accessing appointments to see a GP and nurse. The 2019 national GP patient survey showed patient satisfaction had declined in questions relating to the responsiveness of services provided.
- The practice had an active Patient Participation Group (PPG), however, engagement between the practice and PPG required further development.
- The premises was not easily accessible for people with a disability or reduced mobility.

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

- Continue reviewing and improving the outcomes of patients' clinical conditions and take action to revisit clinical audits to establish whether changes resulted in quality improvements.
- Continue taking action to improve the uptake of childhood immunisations as well as national screening programmes such as cervical screening and review the accuracy of data collection.
- Improve access to GP and nurse appointments as well as continue taking action to improve patient satisfaction in areas identified in the most recent national GP patient survey.
- Take action to fully address long-standing environmental issues relating to compliance with infection control guidance and accessibility for patients with a disability or reduced mobility.
- Take action to improve staff engagement so that staff feel supported and able to participate fully in any current and future developments.
- Improve collaborative relationships with patient representatives as well as stakeholders to build a shared understanding of challenges within the practice and actively engage and involve them in decision-making to shape services and practice culture.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor who was shadowing the team and a second CQC inspector.

Background to Severn Surgery

Severn Surgery is located at 159 Uplands Road, Oadby, Leicester, Leicestershire LE2 4NW. The practice is situated in a purpose built building; providing NHS services to the local community.

Dr Paula Cusack and Dr Edward B Thompson are the providers of Severn Surgery registered with CQC since September 2013 to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Severn Surgery is situated within NHS East Leicestershire and Rutland Clinical Commissioning Group (CCG) and provides services to 4,148 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Practice staffing comprises of two GP partners (one male, one female) and two salaried GPs (one male, one female). There is also a GP on the GP Retainer Scheme (the scheme is intended as short-term support for GPs who have family commitments or other issues which restrict them from working in general practice in the usual way as partners or salaried GPs). The clinical team also includes two advanced nurse practitioners (ANP), a practice nurse, a health care assistant and a clinical pharmacist.

The non-clinical team consists of a part time executive manager, a trainee deputy practice manager and a medical security, a team of medical receptionists and an apprentice medical receptionist.

Severn Surgery is a teaching and training practice providing placement and tutoring for third-year medical students from the University of Leicester. At the time of our inspection, there was one third year medical student on placement.

Severn Surgery is in one of the least deprived areas of Leicester. The practice scored 10 on the deprivation measurement scale; the deprivation scale is scored from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 46% white British, 48% Asian, 1% black, 2% mixed and 3% other non-white ethnicities. The practice demographics show the average percentage of people in the 65+ to 75+ year age group were comparable to local and national percentages. The general practice profile shows that 55% of patients registered at the practice have a long-standing health condition, compared to 54% locally and 51% nationally.