

The University of Lincoln Health Centre

Inspection report

3 Campus Way
Lincoln
Lincolnshire
LN6 7GA
Tel: 01522870010

Date of inspection visit: 12 Dec 2019
Date of publication: 12/02/2020

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 carried out a comprehensive inspection on 14 February 2018, but due to exceptional circumstances, the care Quality Commission was unable to complete the ratings and publication of the report, so we agreed with the practice to inspect again.

We then carried out an announced comprehensive inspection at The University of Lincoln Health Centre on 12 December 2019

Our judgement of the quality of care at this service is based 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. All population groups were also rated as **good**.

This inspection took place following an announced comprehensive inspection on 14 February 2018. The overall rating for the practice was requires improvement. A requirement notice was served in relation to breaches identified under Regulation 17: Good governance. We completed an announced inspection on 12 December 2019 to check on the areas identified in the requirement notice and to see if sufficient improvements had been made regarding these. The practice had taken the actions needed to comply with the legal requirements.

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

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

- 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 good quality, person-centre.
- There were comprehensive systems and processes for learning, continuous improvement and innovation.

We rated the population group of working age people (including students) as **outstanding** in responsive services, due to the work the practice was doing in relation to students at the university. All other population groups were rated as **good**.

While we did not find any breaches of regulation the practice **should**:

- Review the formal governance of clinical oversight and leadership

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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

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)	Outstanding 
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 and a second CQC inspector.

Background to The University of Lincoln Health Centre

The University of Lincoln Health Centre (ULHC) provides services to approximately 12149 registered patients in Lincoln, Lincolnshire, the significant majority of which are students aged between 17 and 26 years old. University of Lincoln students and staff plus partners and dependents of both, are eligible to register as patients. The practice was registered to deliver diagnostic and screening procedures, family planning services, maternity and midwifery services, services for everyone, surgical procedures, treatment of disease, disorder or injury regulated activities.

The practice is run by the GP partners, a Clinical Lead, 5 salaried GP's and the Chief Operating Officer. They are supported by a lead nurse practitioner, three nurse practitioners, two practice nurses and a healthcare assistant. The practice employs a practice manager, a deputy practice manager and a secretarial and administration team.

The University of Nottingham Health Service is the name of the registered provider and the practice holds an

alternative provider medical services (APMS) contract with NHS England. Services are provided at The University of Lincoln Health Centre, 3 Campus Way, Lincoln Lincolnshire LN6 7GA and this location was inspected. The ULHC worked closely with The University of Nottingham Health Service who shared the same executive management team.

The practice is open from 7:30am – 6:30pm on Monday, Tuesday, Wednesday and Friday. On Thursday the practice opens from 7:30am – 20:00pm. The phone lines operate between 8am and 6:30pm Monday to Friday. When the practice is closed patients are automatically directed to the GP out of hours service. Patients can also access advice via the NHS 111 service.

NHS Lincolnshire West Clinical Commissioning Group (LWCCG) is responsible for improving the health of and the commissioning of health services for patients living in Lincoln, Gainsborough and the surrounding villages.