

Kingsway Health Centre

Inspection report

385 Dunstable Road

Luton

Bedfordshire

LU4 8BY

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www.kingswayhealthcentre.nhs.uk


Date of inspection visit: 20 August 2019

Date of publication: 27/09/2019

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 undertook a comprehensive inspection of Kingsway Health Centre on 4 July 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report on the July 2018 inspection can be found by selecting the 'all reports' link for Kingsway Health Centre on our website at www.cqc.org.uk

This inspection was an announced comprehensive inspection carried out on 20 August 2019 to confirm that the practice had carried out the required improvements that we identified during our previous inspection on 4 July 2018. Overall the practice is now rated as good.

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 with requirements improvement for responsive and all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff were trained to appropriate levels to safeguard children and adults.
- The overarching governance structures from the provider organisation were embedded in the practice.

- Learning was identified and shared from significant events and complaints.
- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The provider had taken many actions to meet the expectations of their patients and attempt to improve patient satisfaction. However, patient satisfaction remained lower than other practices both locally and nationally in some areas.
- Patient engagement events were held to provide the opportunity for patients to meet with practice staff and express their views.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to encourage patients to participate in cancer screening programmes.
- Continue to monitor patient feedback and take appropriate actions to improve patient satisfaction.

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 and included a GP specialist advisor.

Background to Kingsway Health Centre

Kingsway Health Centre provides a range of primary medical services to the residents of Luton. The practice provides services from its purpose built location of Kingsway Health Centre, 385 Dunstable Road, Luton, Bedfordshire, LU4 8BY.

The practice population is predominantly Asian with a higher than average under 40 year age range and a significantly lower than average over 50 year age range. National data indicates the area is one of mid to high deprivation. The practice has approximately 8900 patients and services are provided under an Alternative Provider Medical Services (APMS) contract, a locally agreed contract with NHS England and GP Practices.

The registered provider is Phoenix Primary Care Limited who have merged with The Practice Group a company that provides services on behalf of the NHS.

The practice employs one full time, male salaried GP and they have two GPs who are employed by the Practice Group on a sessional basis (one female and one male). The nursing team consists of two advanced nurse practitioners (ANPs), two practice nurses and one health care assistant, all female. There is a team of reception and administrative staff led by a practice manager and an assistant practice manager.

The practice is open from 8am to 8pm on Mondays, Wednesdays and Thursdays, from 7.30am to 8pm on Tuesdays and Fridays and from 8.30am to 12.30pm on Saturdays and Bank Holidays (except Christmas Day).

When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.