

Oakwood Lane Medical Practice

Inspection report

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Gipton
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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 inspection at Oakwood Lane Medical Practice on 21 and 22 July 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led – Good

Following our previous inspection on 25 January 2019, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

We carried out this comprehensive inspection in line with our inspection priorities.

How we carried out the inspection/review

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

This included:

- Conducting staff interviews using video conferencing
- Staff questionnaires sent to staff ahead of the inspection
- 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
- Requesting evidence from the provider
- A short 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.

Overall summary

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice understood the needs of the local population and were committed to providing services to support this group of patients.
- The practice was committed to continuous learning and improvement and engaged with a number of projects including the domestic violence initiative and the making health services better for people who are neurodiverse project.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

We saw areas of outstanding practice:

The practice had been involved in an action research project with the West Yorkshire and Humber Health and Care Partnership with the aim of making health services better for people who are neurodiverse.

During the COVID-19 pandemic, the practice worked with the proactive team which was established to provide support for all shielded patients who were at risk of being socially isolated and vulnerable. The service offered home visits, support with tasks such as access to groceries and prescriptions. We were able review case studies which demonstrated a significant improvement to quality of life as a result of this work.

The practice was involved in a domestic violence initiative to support domestic abuse victims and survivors. The practice was identified as a safe space where victims and survivors could disclose abuse, seek support and increase safety.

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

- Continue to improve uptake of cervical screening
- Continue to improve uptake of childhood immunisations
- Continue to improve long-term conditions monitoring.
- Continue to take steps to identify registered patients who are also carrying out the role of a carer.
- Engage with staff to improve communication mechanisms between teams.
- Continue to review and improve access to the service.
- Ensure all staff are aware of the name and contact details for the Freedom to Speak Up Guardian.

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit and a second CQC inspector who supported the site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Oakwood Lane Medical Practice

Oakwood Lane Medical Practice operates from a purpose-built premises located at 2 Amberton Terrace, Leeds, LS8 3DZ. The surgery has good transport links and there is a co-located pharmacy within the building.

The provider is registered with the Care Quality Commission (CQC) to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

Oakwood Lane Medical Practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and provides services to 13,973 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for the delivery of services to the local community.

The service is provided by a partnership consisting of five GP partners (three female and two male), four salaried GPs (three female and one male), an advanced nurse practitioner (female), three practice nurses (all female) and two health care assistants (female). The clinical staff are supported by an experienced management team, secretarial and reception staff.

The practice is part of the Seacroft Primary Care Network (PCN). PCNs are a group of practices working together to focus care on the needs of the local population.

The National General Practice Profile states that the practice population is predominantly white, making up 67% of the registered patient list size; 20% are from an Asian background with a further 13% originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6pm Monday to Friday. In addition, in-house extended hours are available from 7am until 8am Monday to Friday. The practice offers a GP led telephone triage service with face to face appointments being booked as clinically necessary. In addition, patients can book non-urgent routine appointments in advance.

Extended access is provided locally, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.