

Shadwell Medical Centre

Inspection report

137 Shadwell Lane
Leeds
LS17 8AE
Tel: 01132371914

Date of inspection visit: 23 October 2020
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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

Inspected but not rated



Overall summary

We carried out a short notice announced focused inspection at Shadwell Medical Centre on 23 October 2020, in response to information of concern received from a number of sources. This inspection did not result in any new ratings.

The practice was previously inspected in April 2018 and was rated good overall.

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 found that:

- Staff had access to appropriate training and support.
- Staff files were kept up to date with a record of training completed and competency checks carried out.
- Cardiopulmonary Resuscitation (CPR) training for staff had been due recently, but we saw evidence that this was booked to take place in November 2020.
- Feedback from staff about the leadership and management within the practice was positive.
- Staff told us they were aware of how to raise a concern should they need to, had access to a Whistleblowing policy and felt comfortable to do so. The Freedom to Speak Up Guardian was a member of the nursing team.
- Patients had access to appointments with a GP and we saw evidence that a GP was present within the practice on a daily basis.
- Staff had access to appropriate Personal Protective Equipment (PPE). The provider had purchased additional equipment above and beyond the minimum recommendations outlined by Public Health England.
- The practice had responded to challenges faced during the COVID-19 pandemic, in order to keep staff and patients safe.
- At the time of the inspection the practice had been unable to arrange an external Infection, Prevention and Control audit as the organisation the practice usually used had stopped undertaking audits due to the COVID-19 pandemic.
- We carried out targeted searches of the clinical system to review patient consultations and saw evidence that appropriate reviews had been carried out and documented in the patient records.

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

- Consider identifying an external Freedom to Speak Up Guardian.
- Ensure that all necessary internal infection prevention and control audits are carried out as planned.

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 | Not inspected  |
| People with long-term conditions | Not inspected  |
| Families, children and young people | Not inspected  |
| Working age people (including those recently retired and students) | Not inspected  |
| People whose circumstances may make them vulnerable | Not inspected  |
| People experiencing poor mental health (including people with dementia) | Not inspected  |

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and second CQC inspector.

Background to Shadwell Medical Centre

Shadwell Medical Centre is located at 137 Shadwell Lane, Leeds, West Yorkshire, LS17 8AE. The practice is located in a single storey, purpose built building and is accessible to patients with limited mobility, or those patients who use a wheelchair. There are on-site parking facilities, including dedicated spaces for those with limited mobility.

The practice is situated in the NHS Leeds Clinical Commissioning Group (CCG) and provides primary medical services, under the terms of a Personal Medical Services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. There are currently 4,959 patients registered on the practice list.

The Public Health England National General Practice Profile shows that around 81% of the practice population are of White British Origin, 14% are of Asian descent with the remaining 5% of the population being of Black or other mixed ethnicity.

The level of deprivation within the practice population group is rated as ten, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The average life expectancy for patients at the practice is 82 years for men and 86 years for women, compared to the national average of 79 years and 83 years respectively.

Shadwell Medical Centre is registered with the Care Quality Commission to provide the following regulated activities:

- Surgical procedures
- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury.

The practice is registered as a partnership as is made up of one GP partner (male) and one silent business partner (female). The GP partner is supported by two long term locums (one male and one female). Completing the clinical team is an advanced nurse practitioner, a practice nurse and a phlebotomist.

The clinical team are supported by a practice manager, an assistant practice manager and a range of reception and administrative staff.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.