

Westdale Lane Surgery

Inspection report

20-22
Westdale Lane, Gedling
Nottingham
NG4 3JA
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www.westdalelanesurgery.co.uk

Date of inspection visit: 2 September 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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Westdale Lane Surgery on 2 September 2019 as part of our inspection programme. This is the first inspection of the practice following Dr Umar Farooq Khaliq becoming the provider of this service on 7 September 2018.

We have rated this practice as **good** overall and **good** for all population groups.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – 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 found that:

- 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 high-quality person-centred care.

The areas where the provider **should** make improvements are:

- Strengthen and improve documentation for supervision of non-medical prescribers to include a review of their prescribing practices and consultations.
- Ensure that care records always contain detail to demonstrate that patients have been provided with guidance on when to seek further advice if their condition deteriorates.

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

Our inspection team

Our inspection team consisted of by a CQC lead inspector, a GP specialist adviser, a nurse specialist adviser and a CQC inspection manager.

Background to Westdale Lane Surgery

Westdale Lane Surgery is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Westdale Lane Surgery is located in the suburb of Gedling which is in Nottinghamshire. It is approximately four miles northeast of Nottingham city centre. There is direct access to the practice by public transport and parking is also available on site.

The practice currently has a list size of approximately 8150 patients. The practice is situated in an area with lower levels of deprivation. It has a higher than national average older age population.

The practice holds a General Medical Services (GMS) contract which is a locally agreed contract between NHS England and a GP to deliver care to the public. The practice provides GP services commissioned by NHS Nottingham North and East CCG.

The practice is managed by one male GP partner and supported by four female salaried GPs. Other clinical staff include three advanced nurse practitioners, two practice

nurses and a healthcare assistant. The practice also employs a practice manager and a team of reception, clerical and administrative staff. Two cleaners are also employed by the practice.

The practice has been a training practice since 2013 and supports trainee GP placements. A GP trainee is a qualified doctor who is training to become a GP through a period of working and training in a practice.

The practice is open on Mondays to Fridays from 8am to 6.30pm (Tuesdays until 8pm). Appointments are available Mondays to Fridays, 8am to 11am and 1.30pm to 6pm. A walk-in clinic is open Mondays to Fridays from 8am to 10.30am for those patients requiring to be seen. Once a month, the practice is also open for appointments on Friday evenings until 8pm and Saturday mornings from 8am to 12pm.

The practice has opted out of providing GP services to patients out of hours such as nights and weekends. During these times GP services are currently provided by Nottingham Emergency Medical Services. (NEMS) When the practice is closed, calls are automatically redirected.