

Leyland Surgery

Inspection report

West Paddock
Leyland
Preston
Lancashire
PR25 1HR
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www.leylandsurgery.co.uk

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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Leyland Surgery on 13 August 2019 as part of our inspection programme and to check on breaches or regulations identified at our previous inspection on 19 June 2018.

At the last inspection carried out 19 June 2018 we rated the practice as requires improvement overall.

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.

The practice is now rated as good overall.

We rated the practice as good for providing safe and well led services on this inspection because, the breaches of regulations and other issues identified at the previous inspection had been addressed in a timely manner. Evidence from the latest inspection leads us to rate the practice as good overall, however we rated responsive as requires improvement due to poor patient survey satisfaction results relating to telephone access and GP appointments .

This means that:

- People who used the service were protected from avoidable harm and abuse.

- Patients had good outcomes because they received effective care and treatment that met their needs.

- Patients were supported, treated with dignity and respect and were involved as partners in their care.

- Patients' needs were met by the way in which services were organised and delivered, however patient survey results indicated low levels of satisfaction regarding telephone access and ability to see a GP of their choice.

- The leadership, governance and culture of the practice promoted the delivery of high-quality person-centred care.

There were areas where the provider should make improvements:

- Review protocols for monitoring patients prescribed repeat medicines.

- Review patient satisfaction survey results relating to access to service and take action to increase satisfaction levels.

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 inspector and included a GP specialist advisor and a CQC inspection manager.

Background to Leyland Surgery

Leyland Surgery is situated at Westfields on West Paddock in the Leyland area of Preston at PR25 1HR serving a mainly urban population. The building is a purpose-built single-storey health service centre which was renovated and adapted by the practice in 2013 when it moved there. The practice shares the building with a local patient mental health service. The practice provides level access for patients to the building with disabled facilities available, fully automated entrance doors and a reception desk, part of which has been lowered to facilitate wheelchair access. A new extension to the practice has recently been completed and will provide additional consulting rooms and other support facilities. The practice website can be found at www.leylandsurgery.co.uk. There is limited parking provided for patients in the practice car park and the practice is close to public transport.

The practice is part of the Chorley with South Ribble Clinical Commissioning Group (CCG) and services are provided under a General Medical Services Contract (GMS) with NHS England.

There are two male GP partners and one female salaried GP. They are assisted by two practice nurses, an advanced clinical practitioner, a clinical pharmacist, two advanced clinical practitioners and two healthcare assistants. A practice business manager, a practice manager, reception

supervisor and additional administrative and reception staff also support the practice. The practice is a teaching practice for GPs at different stages of their training and for medical students. The service provider has another practice in the CCG and staff at Leyland can work across both surgeries.

The practice provides services to approximately 5,582 patients. When the practice is closed, patients are able to access out of hours services offered locally by the provider GotoDoc by telephoning 111.

There are lower numbers of patients aged over 65 years of age (19%) than the national average (17%) and higher numbers of patients aged under four years of age (7%) than the national average (6%), otherwise the patient demographics are similar to national figures. Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has a higher proportion of patients experiencing a long-standing health condition than average practices (56% compared to the national average of 51%). The proportion of patients who are in paid work or full-time

education is higher than the national average at 68% compared with 62% and the proportion of patients with an employment status of unemployed is 1%, lower than the local average of 3% and the national average of 4%.

The practice is registered with CQC to provide family planning, maternity and midwifery services, surgical procedures, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.