

# St Luke's Primary Care Centre

## Inspection report

Timken Way South  
Duston  
Northampton  
NN5 6FR  
Tel: 01604751832

Date of inspection visit: 7 December 2021  
Date of publication: 27/12/2021

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



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at St. Luke's Primary Care Centre on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as **Good**.

The full reports for previous inspections can be found by selecting the 'all reports' link for St. Luke's Primary Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was undertaken in response to information we reviewed which suggested potential issues with access to appointments.

## How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site and a second CQC inspector. The team arrived at the practice at 10am.

Interviews were carried out with the practice manager, assistant practice manager and lead GP partner.

We found that:

- People were able to access appointments in a timely way.
- A GP led triage system had been developed to support effective use of clinical time and reduce risks to patients.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.
- The practice listened and responded to patient feedback, investing in new technologies to support the delivery of improvements.
- Staff were able to utilise advanced features in the clinical software system to reduce burdens on the telephone system.
- Regular analysis of demand was used to support staff workflow and allocation of tasks.
- Where possible the practice contacted patients to arrange follow up appointments, for example following receipt of abnormal blood results.
- The practice shared information on lost appointment time due to failed attendances with its practice population and engaged with its Patient Participation Group (PPG) to discuss access.

**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

## Our inspection team

The inspection was led by a CQC lead inspector who spoke with staff on site and a second CQC inspector.

## Background to St Luke's Primary Care Centre

St. Luke's Primary Care Centre is located in Northampton:

Timken Way,  
Duston,  
Northampton  
NN5 6FR

The practice provides primary medical care for approximately 22,000 patients living in Duston and the surrounding areas. There is a registered manager at the practice. The service is registered with the CQC to provide the following regulated activities:

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

St. Luke's Primary Care Centre provides primary care services to local communities under a Personal Medical Services (PMS) contract, which is a locally agreed contract used for providing medical services. The practice population is predominantly white British along with small minority ethnic populations of Asian and Eastern European origin.

The clinical team consists of eight GP partners (seven female and one male) and three salaried GPs (two female and one male). There are three advanced nurse practitioners (two female and one male) and five practice nurses who are supported by three health care assistants and two phlebotomists. Primary Care Network (PCN) staff working from the practice include three clinical pharmacists, two social prescribing link workers and two first contact physiotherapists. There is a mental health worker and a care co-ordinator. The non clinical team is lead by a practice manager, who is supported by a deputy, an operations manager, a finance manager, an administration manager and a team of administrative and reception staff.

The practice operates out of a three-storey building. Patient care is provided on the ground and first floor. The second floor is used by the administration team, with lift access available for all floors. There is a car park outside the surgery with adequate disabled parking available.

The practice is part of a wider network of GP practices known as the Blue PCN. A Primary Care Network (PCN) is a group of practices working together with a range of local providers. There are a total of six GP practices in the Blue PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the surgery.

The practice is open from 8am until 6.30pm Monday to Friday. When the practice is closed services are provided by the Northampton GP extended access service via the NHS 111 service.