

Leeds Student Medical Practice

Inspection report

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Date of inspection visit: 11 January 2019
Date of publication: 14/03/2019

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Leeds Student Medical Practice on 11 January 2019 as part of our inspection programme.

Our judgement of the quality of care at this service is based on a combination of:

- What information we found when we inspected
- Information from our ongoing monitoring of data about services
- Information from the provider, patients, public and other organisations.

We have rated this practice as good overall and good for three of the six population groups. We rated the population groups ‘working age people (including those recently retired and students)’ and ‘people experiencing poor mental health (including those with dementia)’ as requires improvement due to significant variations in some of the Quality and Outcomes Framework indicators. This resulted in the key question of are services effective being rated as requires improvement too. We have not rated the population group ‘older people’ as, due to the vast majority of patients at the practice being between 17 and 34 years of age, we did not have sufficient evidence.

The practice was previously inspected by the Care Quality Commission in May 2016 and rated as outstanding for providing caring, responsive and well-led services. These outstanding areas meant the practice were rated outstanding overall. This was because:

- **Data from the national GP survey showed patients rated the practice higher than others for almost all aspects of care.**
- **The practice provided a three bed, day assessment bay for those patients who required a short period of observation following procedures.**
- **The practice had developed an in house mental health team, to offer early interventions to patients.**

During this inspection we saw the practice were still providing the services identified in the previous

report. However; we received mixed reviews regarding the appointment system and we were unable to identify any new improved patient outcomes based on these services.

At this inspection we found:

- There were clear systems in place to report, record and learn from significant incidents. We saw examples where systems had been improved as a result of events.
- There was a clear leadership structure and staff told us they felt supported by management.
- There were good methods of communication and staff engagement.
- The practice had systems and process in place to ensure confidentiality for patients at the reception desk.

We saw one area of outstanding practice:

- The practice had a day care assessment bay, funded by Leeds University, within the practice premises, housing three beds. This was overseen by a healthcare assistant and enabled the practice to assure themselves that any patient requiring further monitoring was cared for.

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

- Review and improve the processes in place to ensure requirements relating to DBS checks are being met for salaried GPs.
- Review and improve systems to correctly identify patients with specific vulnerability factors or conditions to ensure that the work undertaken by the practice is accurately reflected, including those with caring responsibilities.
- Review and improve the support provided to HCAs on appointment by ensuring the standards contained within the Care Certificate are incorporated into their induction process.
- Review and improve the provision of information to patients in their first language in line with their known patient demographics.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a second CQC inspector.

Background to Leeds Student Medical Practice

Leeds Student Medical Practice is located at 4 Blenheim Court, Blenheim Walk, Leeds, LS2 9AE. The website for the practice is www.leedsstudentmedicalpractice.co.uk.

The practice operates from purpose built premises with on-site parking facilities, including dedicated space for those with limited mobility. The practice is accessible for those patients with limited mobility, or those patients who use a wheelchair.

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

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

At the time of our inspection there were 45,714 patients registered at the practice. The practice provides Personal Medical Services (PMS) under a locally agreed contract with NHS England.

The practice population is predominantly students and the practice experiences a high turnover of approximately 26,000 patients registering or leaving the practice within any 12-month period. The vast majority of patients are

between the ages of 17 and 34 years. At the time of our inspection there was only one patient registered with the practice over the age of 75. Therefore, we did not have sufficient evidence to rate this population group.


The Public Health National General Practice Profile shows that approximately 14% of the practice population are of Asian ethnicity, 13% black or other mixed ethnicity; with 73% being of white ethnicity.

The level of deprivation within the practice population is rated as five, on a scale of one to ten; level one representing the highest level of deprivation, and level ten the lowest.

There are over 50 members of staff covering a variety of roles including GPs, nurses, mental health workers, health care assistants, management and an experienced team of administrative and reception staff.


The medical team consists of six GP partners (three male and three female), 16 salaried GPs (four male and 12 female) and two female GP registrars. The GPs are supported by 12 nurses, 6 health care assistants and 2 mental health advisors.

The practice is a training practice and is involved in the training of fully qualified doctors who wish to enter General Practice. The practice is also a teaching practice and supports medical students.



Practice opening times are from 7am until 7pm Monday to Friday. In addition; patients can access appointments at the practice from 9am until 1pm on Saturday and Sunday.

Out of hours care is provided by Local Care Direct, and patients are also directed to the NHS 111 line.



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.