

The Central Surgery

Inspection report

Brooksby Drive
Oadby
Leicester
LE2 5AA
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www.thecentralsurgeryoadby.co.uk

Date of inspection visit: 14 December 2023
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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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Central Surgery on 14 December 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement.

Well-led - Good

Following our previous inspection on 7 March 2022, the practice was rated good overall and for all key questions but requires improvement for providing well-led services.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Central Surgery on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection to follow up breaches of regulation from a previous inspection and in line with our inspection priorities.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires.

Our findings

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:

Overall summary

- 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.
- Patients could not always access care and treatment in a timely way.
- At the previous inspection we found some systems and processes were not effective for example, the supervision of non-medical prescribers. At this inspection we found the way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to engage with the population to improve the uptake of cervical screening and childhood immunisations.
- Continue to identify, contact and assess patients who are eligible for NHS health checks including patients with learning disabilities.
- Act upon findings from risk assessments to ensure a safe environment for staff and the patient population. Including following up on infection prevention and control concerns identified during the inspection.
- Continue to engage with patients to obtain feedback in order to improve patients experience of the service. Including encouraging the development and uptake in the Patient Participation Group (PPG).

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Central Surgery

The Central Surgery is located in Leicestershire at:

Brooksby Drive

Oadby

Leicester

LE2 5AA

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures; family planning services; maternity and midwifery services; surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the Leicester and Leicestershire Integrated Care System (ICS) delivers General Medical Services (GMS) to a patient population of about 8,195. This is part of a contract held with NHS England.

The practice is part of the Oadby and Wigston Primary Care Network (PCN). PCNs are groups of GP practices that work together to address local priorities in patient care.

The practice population is more affluent relative to others. Information published by Public Health England shows that the practice is in the ninth decile out of 10. The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 62% White, 32% Asian, and 6% Black and other minority ethnic groups.

The practice team consists of a principal GP, two salaried GPs, two long term locum GPs, two Advanced Nurse Practitioners (ANPs) (one of which is a locum ANP and the other is a salaried ANP), two Practice Pharmacists, a Practice Nurse, one Healthcare Assistant (HCA) and a Phlebotomist. Non-clinical staff include three managers (an Operations Manager, a Human Resource Manager and a Compliance and Governance Manager) supported by a team of administrative, reception and IT staff.

The practice participates in the teaching and training of medical students from Leicester Medical School.

Through local working arrangements the practice had access to additional staff to support their patients including, a Mental Health Facilitator, an Integrated Care Co-ordinator, PCN Pharmacist, Social Prescribers, a Health and Wellbeing Coach and First Contact Physiotherapists.

The practice is open between 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, face to face, telephone, video and online consultations and advance appointments.

Extended access is provided locally by the local urgent care centre, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.