

Park Leys Medical Practice

Inspection report

Bennetts Road South,
Keresley,
Coventry
West Midlands
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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 Park Leys Medical Practice on 5 March 2019 as part of our inspection programme.

At the last inspection in July 2015 we rated the practice as good overall.

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

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 practice operated a telephone triage system which enabled all patient to speak with or see a GP on the day they required treatment or advice.
- Results from the National GP patient survey results were higher than average for patients experience for access to the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care and contributed to the strong teamwork and high staff morale.

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

- Continue to develop a patient participation group and seek further ways to gather patient feedback.
- Ensure that appropriate emergency monitoring equipment is kept under review for all sites.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Park Leys Medical Practice

Park Leys Medical Practice is located within Keresley Green Health Centre in the village of Keresley, about five miles north of Coventry city centre. It shares the premises with another practice. Park Leys Medical Practice currently provides services to approximately 14,000 registered patients and 300 of these are elderly patients in nine local care homes, the highest number for a practice within the Coventry and Rugby clinical commissioning group (CCG).

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from all three sites.

The practice has four GP partners, (three male and one female), three salaried GPs (all female), a care home matron, two advanced nurse practitioners, two practice nurses, two healthcare assistants, two trainee nurse associates, a phlebotomist, a clinical pharmacist and two dispensers, a practice manager, a patient services team leader and number of administrative and reception staff. The practice has two branch surgeries; one at Bennetts

Road North and one at Fillongley, both within a few miles of Park Leys Medical Practice. There is an on-site dispensing service at the Fillongley practice, we inspected this branch site as part of this inspection.

Park Leys Medical Practice is a training practice for fully qualified doctors to gain experience and higher qualifications in general practice and family medicine.

Average ages of patients at the practice are in line with local and national averages with slightly higher numbers of patients under the age of 18. The National General Practice Profile states that 9% of the practice population is from an Asian background with a further 4% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared with the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.