

# Town Centre Surgery

## Inspection report

14-16 Chapel Street  
Luton  
Bedfordshire  
LU1 2SE  
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[www.towncentresurgeryluton.nhs.uk](http://www.towncentresurgeryluton.nhs.uk)

Date of inspection visit: 9 January 2020  
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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

Requires improvement



Are services safe?

Requires improvement



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 Town Centre Surgery on 9 January 2020. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, as part of our inspection programme.

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 requires improvement overall and requires improvement for the People with long-term conditions, Families, children and young people and Working age people (including those recently retired and students) population groups. The Older people, People whose circumstances may make them vulnerable and People experiencing poor mental health (including people with dementia) population groups are rated as good.**

We rated the practice as **requires improvement** for providing safe services because:

- Staff vaccination records were not maintained for all staff.
- Blank prescriptions were not tracked throughout the practice.
- Risk assessments in relation to premises/security and health and safety had not been formally completed.

We rated the practice as **requires improvement** for providing effective services because:

- The practice scored lower than others for quality and outcomes framework (QOF) indicators relating to patients with long-term conditions.
- The uptake for cervical screening was below the Public Health England target of 80%
- The uptake for baby immunisations was below the World Health Organisation target of 90%.

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect.

- Feedback from patients was positive regarding the care they received.
- The practice had identified 14 patients as carers which equated to 0.1% of the practice population. Carers were supported with flexible appointment booking health checks and flu vaccinations.

We rated the practice as **good** for providing responsive services because:

- Actions had been taken in response to patient feedback to improve services since the provider had taken over the practice.
- A wide range of appointments were available including in the evenings.

We rated the practice as **good** for providing well-led services because:

- The leadership within the practice was supported by the provider support centre which provided clinical and operational leadership and support, training and development.
- Staff reported that they felt supported by the GPs and managers in the practice.
- The practice had not been able to establish a patient participation group. However, they proactively sought the views of patients via the NHS Friends and Family Test.

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

- Ensure care and treatment is provided in a safe way to patients.

(Please see the specific details on action required at the end of this report).

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

- Continue to take actions to increase the uptake of cervical screening and baby immunisations.
- Complete reviews in line with local and national guidance for patients with long-term conditions.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to monitor patient feedback and take appropriate actions.

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

# Overall summary

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and two practice manager specialist advisors, one of whom was shadowing the team.

## Background to Town Centre Surgery

Town Centre Surgery provides a range of primary medical services and urgent care treatment to the residents of Luton from its location of 14-16 Chapel Street, Luton, Bedfordshire, LU1 2SE.

The practice population is one of mixed ethnicity. They have a higher than average number of patients aged 15 to 44 years of age and a lower than average number over 65 years of age. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

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

Town Centre Surgery is situated within the Luton Clinical Commissioning Group (CCG) and provides services to

approximately 11,880 patients under the terms of an Alternative Provider Medical Services (APMS) contract, a locally agreed contract with NHS England and GP Practices.

The registered provider is Herts Urgent Care Limited, also known as HUC, a company that provides services on behalf of the NHS.

The practice employs three male and one female GPs. The nursing team consists of two nurse practitioners, three practice nurses and a health care assistant all female. There is a team of reception and administrative staff led by a practice manager and a deputy practice manager.

The practice is open from 8am to 8pm Monday to Friday and the Urgent Treatment Centre is open from 8am to 8pm Monday to Sunday.

When the practice is closed out of hours services can be accessed via the NHS 111 service.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none"><li>• Staff vaccination records were not maintained for all staff in line with the Green Book Immunisation Against Infectious Diseases guidance.</li><li>• Blank prescriptions were not tracked throughout the practice. A record was kept of batch numbers for prescriptions held. However, it did not record which clinical rooms the prescriptions were used in.</li><li>• Risk assessments in relation to premises/security and health and safety had not been formally completed.</li></ul> <p><b>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>