

The Arthington Medical Centre

Inspection report

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Hunslet
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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 responsive to people's needs?

Inspected but not rated 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at The Arthington Medical Centre on 12 and 13 April 2022. Overall, the practice is rated as Good. The rating for each key question is:

Safe - Good

Effective - Good

Well-led – Good

The Caring domain was not inspected as patient experience feedback had improved since the previous inspection so maintains the rating of Good. The practice maintains its rating of Good for Responsive as we only reviewed the part of the key question relating to access.

Why we carried out this inspection

We undertook this inspection at the same time as the Care Quality Commission inspected a range of other health and urgent and emergency care services in West Yorkshire. To understand the experience of providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video and telephone conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Requesting staff to complete a short questionnaire.
- A short site visit.

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.

Overall summary

We have rated this practice as Good overall

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. Clinical searches and medical records we reviewed showed effective management and monitoring of patients with long-term conditions and those on regular medication. However, we observed abnormal test results were not managed in a timely manner.
- The practice obtained consent to care and treatment in line with legislation and guidance although the practice policy did not reflect the current procedure the doctors were following with regard to Do Not Attempt CPR.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Update the Do Not Attempt CPR (DNACPR) policy to reflect the current procedure, ensure this is shared with all staff and an alert is put on the patient record to ensure all staff are aware of it.
- Improve processes for reviewing and acting on abnormal test results.
- Address patient feedback with regard to the ability to pre-book an appointment.
- Continue to improve uptake of cervical cytology screening.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities, staff feedback forms 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 Arthington Medical Centre

The Arthington Medical Centre is located in Leeds at: 5 Moor Road, Leeds, LS10 2JJ.

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

The practice is situated within the Leeds Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of 5,468 patients. This is part of a contract held with NHS England. The practice is also part of a wider Primary Care Network made up of local GP practices who provide shared services to their patients.

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

According to the latest available data, the registered population consists of approximately 90% white British with the remaining 10% of mixed ethnicity. The age distribution of the practice population is similar to other practices in the CCG area. The practice has a higher than local and national average of patients who have a long-standing health condition. This includes patients with high blood pressure, obesity and those who have mental health conditions, such as depression.

The provider is registered as an individual and has a team of three salaried GPs, two advanced nurse practitioners, two practice nurses, one healthcare assistant and two pharmacists. The GPs are supported at the practice by two practice managers who job share and a team of reception and administration staff.

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. Reception staff would book patients for a face to face consultation should they request it or if the GP thought it was necessary following a telephone consultation.