

Spectrum Health

Inspection report

159 Uplands Road
Oadby
Leicester
LE2 4NW
Tel: 01162719042
www.severnsurgery.co.uk

Date of inspection visit: 13 July 2022 & 18 August 2022
Date of publication: 27/09/2022

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

Insufficient evidence to rate



Are services safe?

Insufficient evidence to rate



Are services well-led?

Insufficient evidence to rate



Overall summary

We carried out an announced remote review at Spectrum Health on 13 July 2022 and onsite inspection on 18 August 2022. No rating was given.

Following our previous inspection on 6 and 22 June 2022, the practice was rated Inadequate overall and for the key questions safe, effective and well led, but good for providing caring and responsive services.

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

Why we carried out this inspection

This inspection was to follow up on:

- Actions taken following a Notice of Decision to impose conditions that was issued following the previous inspection to the provider and registered manager.

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 reviews differently.

This review was carried out both remotely and on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- 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

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 have not rated the practice at this review.

We found that:

- Following a significant event, the deletion letters from secondary care for individual patients, the practice provided an audit they had completed to identify the patient letters that had been deleted from their records. During our remote review of the clinical system we found 27 out of 100 records we viewed had dates of letters from secondary care which didn't align with the information provided on the audit.

Overall summary

- A second audit found a number of administrative errors had impacted the ability to gain assurance that letters were in place.
- A significant event investigation had taken place; however, this had not identified all areas for learning.

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

Sean O Kelly
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 and undertook a site visit. A GP specialist advisor completed clinical searches and records reviews without visiting the location.

Background to Spectrum Health

Background to Spectrum Health

Spectrum Health is in the town of Oadby in Leicestershire at:

159 Uplands Road

Oadby

Leicester

LE2 4NW

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.

The practice is situated within NHS Leicester, Leicestershire and Rutland Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 13,500. This is part of a contract held with NHS England.

The practice is not part of a Primary Care Network. Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 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 48% Asian, 46% White, 1% Black, 2% Mixed, and 3% Other. The age distribution of the practice population is in line with local and national averages.

The practice is registered with the CQC as a partnership consisting of a GP, a Physicians Associate and an Executive Manager. The Executive Manager is also the CQC Registered Manager. The practice has a lead GP who is supported by a physician associate, three advanced nurse practitioners, two practice nurses, one paediatric practitioner, a clinical pharmacist and a healthcare assistant. The clinical team are supported by a Head of Compliance, Head of Public Relations and Head of Patient Services. There is also a team of patient service advisors providing reception and administration support. The practice also accommodates speciality trainee (ST2) doctors, these are qualified doctors who are doing additional training to become a GP. There was one ST2 doctor working at the practice at the time of our inspection.

The practice also provides training to medical students. The practice opens every day including weekends from 7am to 11pm. The practice is closed on bank holidays. Out of hours services are provided by Derbyshire Health United via the 111 service.