

# Heath Lane Surgery

## Inspection report

Heath Lane  
Earl Shilton  
Leicester  
LE9 7PB  
Tel: 01455844431  
[www.heathlanesurgery.co.uk](http://www.heathlanesurgery.co.uk)

Date of inspection visit: 1 Dec 2022  
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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

Inspected but not rated



Are services safe?

Inspected but not rated



# Overall summary

We carried out an announced focused desktop review at Heath Lane Surgery on 1 December 2022 following concerns which had been raised about the practice, however our inspection did not evidence that the concerns were correct. This inspection did not rate any key questions as it was a desktop review of the concerns raised.

The practice was last inspected in 2016 where it was rated good, and the full report can be found by selecting the 'all reports' link for Heath Lane Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## How we carried out the review

This included:

- 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.

## 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:

- There were effective systems for receiving and acting on test results within the practice.
- Test results were reviewed and acted upon in a timely manner.
- Test results indicating urgent action were followed up appropriately.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

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

## Background to Heath Lane Surgery

Heath Lane Surgery is located in Town/City at:

Heath Lane

Earl Shilton

Leicester

Leicestershire

LE9 7PB

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

The practice is situated within the Leicester and Leicestershire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 14,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Bosworth PCN which was a group of 5 member practices who support around 37,500 patients.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the seventh decile (seven 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 97% White, 1% Asian, 1% Mixed and 1% Black.

The age distribution of the practice population closely mirrors the local and national averages. There is an equal distribution of Male and Female patients at the practice however there are higher than average patients aged between 55 to 75.

There is a team of five GP partners with one salaried GP who provide appointments at the practice and support a team of training doctors. The practice has a team of two advanced nurse practitioners and four practice nurses who provide nurse led clinics. The practice also has an associate practitioner and two healthcare assistants. The GPs are supported at the practice by a team of reception and administration staff which is overseen by the practice manager.

The practice is open between 8.30am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Out of hours services are available by contacting NHS 111.