

Severn Surgery

Inspection report

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Oadby
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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Severn Surgery on 12 June 2019 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 good overall. The practice was rated as requires improvement for providing responsive services and this affected all population groups which were also rated as requires improvement.

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

- Patients found it difficult to access appointments to see a GP and nurse.
- The environment was not always conducive in providing a good experience for patients. We identified issues relating to access into and around the building for people with a disability or reduced mobility.

We rated the practice as **good** for providing safe, effective, caring and well-led services because:

- 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 way the practice was led and managed promoted the delivery of good quality, person-centred care. A recent reconfiguration of the non-clinical staff team had created some unrest although the provider was trying to consolidate the changes and work with staff to enable ongoing improvements.

Whilst there was no breach of regulations, the areas where the provider **should** make improvements are:

- The practice should continue to improve access to GP and nurse appointments.
- The practice should continue with plans to develop the premises. Site improvements should incorporate measures to address long-standing environmental issues relating to infection control compliance, and ensure that the site is made more easily accessible for patients with a disability or reduced mobility.
- Following the recent change management programme and staff restructure, the practice should focus on ensuring staff feel supported and able to participate fully in any future developments.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a second CQC inspector.

Background to Severn Surgery

Severn Surgery is registered with the Care Quality Commission as a partnership consisting of two GPs and it is registered to carry out the following four regulated activities - diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Severn Surgery is in Oadby, a town in Leicestershire, approximately three miles south east of Leicester city centre. It has a contract with NHS East Leicestershire and Rutland CCG to provide General Medical Services (GMS) and offers a range of local enhanced services.

The practice has approximately 4,148 registered patients.

The age profile demonstrates a slightly higher proportion of younger patients, and lower numbers of older patients compared to the local average, for example:

- The percentage of people in the 65+ year age group at 17.6% is below the CCG average of 21.7%, but slightly higher than the national average of 17.3%.
- The percentage of people in the under 18 age group at 22% is marginally above the local average of 20%, and the national average of 20.7%.

Average life expectancy is 83 years for men and 85 years for women, compared to the national average of 79 and 83 years respectively.

The general practice profile shows that 55% of patients registered at the practice have a long-standing health condition, compared to 54% locally and 51% nationally.

The practice scored 10 on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

The National General Practice Profile describes the practice ethnicity as being 48.2% Asian, 45.7% white, 1.3% black, 2.2% mixed race, and 2.6% other.

There is a male and a female GP partner working at the practice, and two salaried GPs (one male, one female). There is also a GP on the GP Retainer Scheme (the scheme is intended as short-term support for GPs who have family commitments or other issues which restrict them from working in general practice in the usual way as partners or salaried GPs).

The nursing team consists of a part-time advanced nurse practitioner, a part-time trainee practice nurse, and a health care assistant.

A part-time pharmacist has been recruited to work at the practice, and is due to start work shortly.

The non-clinical team is led by an executive manager and deputy practice manager with a team of seven administrative and secretarial staff.

The practice supports placements for medical students from Leicester University.

The practice opens Monday to Friday from 7.30am until 6.30pm and opens on two Saturdays each month between 8am and 10.30am.

The surgery closes on the first Thursday afternoon on most months for staff training. When the practice is closed, patients can access out-of-hours GP services by contacting NHS 111. There is also a walk-in centre situated nearby in Oadby open until 9pm on weekdays and 8pm at weekends.