

East Park Medical Centre

Inspection report

5-7 East Park Road
Leeds
West Yorkshire
LS9 9JD
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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 effective?

Good 

Overall summary

We carried out an announced comprehensive inspection at East Park Medical Centre on 8 December 2017. The overall rating for the practice was good, with a rating of requires improvement for providing effective services; particularly in relation to the population groups of people with long-term conditions and people experiencing poor mental health (including people with dementia). The full comprehensive report for that inspection can be found by selecting the 'all reports' link for East Park Medical Centre on our website at

In addition to the areas which were identified for improvement under the key question of providing effective services relating to that inspection, we also said the practice should make improvements in the following areas:

- Assure themselves that all reception staff who work at the Halton location follow infection prevention and control procedures, and know how to access equipment. For example, keys to the cleaning cupboard and emergency drugs cupboard.
- Review and improve the systems in place so that reviews of patients are completed in accordance with their care and treatment requirements.

This inspection was an announced focused inspection carried out on 7 November 2018. This was to confirm that the practice had improved in the identified areas.

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from the provider, patients, public, other organisations and our ongoing monitoring of data about services.

This practice remains rated as good overall and is also now rated as good for providing effective services.

At this inspection we found:

- All staff were aware of, and adhered to, the infection prevention and control procedures.
- Staff knew where keys were kept and how to access the cleaning and emergency drugs cupboard at the Halton site.
- The practice had reviewed their recall systems and the coding of patients. This had resulted in improvements in the numbers of patients who had received reviews of their care and treatment.
- Clear records were kept in relation to the exception reporting of patients and the rationale.
- Since the previous inspection, an additional salaried GP and a specialist mental health nurse had been employed to support service delivery to patients.
- The practice had undertaken their own patient satisfaction survey and had engaged their patient participation group in this process.
- The practice had continued to improve since previous inspections and were actively engaged with the local community.

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

- Continue to actively recall patients for reviews of their care and treatment and monitor exception reporting.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

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

Our inspection team

The inspection was undertaken by a Care Quality Commission inspector.

Background to East Park Medical Centre

East Park Medical Centre is a member of the Leeds Clinical Commissioning Group (CCG). General Medical Services (GMS) are provided through a locally agreed NHS contract with NHS England.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice has two sites, which are situated in one of the most deprived areas of Leeds. Their main site is at 5-7 East Park Road, Leeds LS9 9JD with a second site at Halton Medical Practice, 2a Primrose Lane, Leeds LS15 7HR. Both of these premises are purpose built; East Park is leased from a private landlord and Halton is leased from NHS Properties. There is accessible car parking and there are good transport links. The two sites share the same patient list, policies and procedures and Quality and Outcomes Framework (QOF) data. Both clinical and administrative staff rotate between both sites and have access to the practice computer system. We visited both sites as part of the inspection on 7 November 2018.

The premises at East Park Road have consulting and treatment rooms over two floors, with the main reception on the ground floor and an additional patient waiting area on the first floor; which can be accessed by stairs or a passenger lift.

The premises at Halton Medical Practice have a reception area and a small separate patient waiting room. There are two consulting rooms. All patient areas are on the ground floor.

Information published by Public Health England rates the level of deprivation within the practice population group as one. (On a scale of one to ten, level one represents the highest levels of deprivation and level ten the lowest.) It has been identified nationally that people who live in more deprived areas tend to have a greater need for health services.

The practice currently has 8,046 patients split over both locations. They have a mixed ethnic patient population, with over 50 different languages being spoken. Over 7% of their patients are aged 75 and over; 3% of whom reside in a care/residential home. At 67% they have a higher than national average (53%) of patients who have a long-standing health conditions. The practice had previously been supported by the CCG to close their patient list. However, at the time of this inspection the practice list had now been re-opened to allow new patients to register.

There are three practice partners, comprising two GPs (one female, one male) and a female advanced nurse practitioner (ANP). In addition, there are two salaried GPs (one male, one female). GP clinical sessions are supported by a regular GP locum, who is familiar with the practice. There are two female practice nurses, a regular female locum ANP and a healthcare assistant. At the time of this inspection the practice was recruiting to a vacant practice pharmacist role. Clinicians are supported by a practice manager and a team of administration and reception staff.

East Park Medical Centre is open Monday to Friday 8am to 6pm, with extended hours from 7am on Monday. GP appointments are available between 8.30am and 5pm

Tuesday to Friday and until 7.40pm on Monday. Halton Medical Practice is open Monday to Friday 8am to 6pm. GP appointments are available between 8.30am and 5pm Monday to Friday. When the practice is closed out-of-hours services can be accessed by calling the NHS 111 service.

The practice offers online services such as booking appointments, ordering repeat prescriptions and accessing limited information from medical records.

The inspection rating relating to the previous inspection was on display at both locations and was posted on the practice website.