

Park Edge Practice

Inspection report

Asket Drive
Leeds
West Yorkshire
LS14 1HX
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www.parkedgepractice.co.uk

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Park Edge Practice on 7 December 2018 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 and good for all population groups. Our previous inspection in December 2014 rated the practice and all population groups as good.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Take action to ensure that verbal complaints are documented and reviewed by the provider, ensure all issues of complaint are addressed and that patients are reminded of their right to refer their complaint to the Parliamentary and Health Service Ombudsmen if they remain dissatisfied with the outcome of their complaint.
- Continue to monitor and take steps to improve patient satisfaction with access to the services provided on the basis of the most recently published National GP Patient Survey results.

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

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

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

Background to Park Edge Practice

Park Edge Practice is located at Asket drive, Leeds, West Yorkshire LS14 1HX. The surgery has good transport links and there is a pharmacy located nearby.

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

Park Edge Practice is situated within the Leeds Clinical Commissioning Group (CCG) and provides services to 5,637 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two GPs (one male and one female) who registered with the CQC in 2014. The practice employs three salaried GPs (one male and two female), three practice nurses, a clinical pharmacist and a health care assistant. The practice has a practice manager, operations manager and a range of reception

and administrative staff. The practice is part of a local network of GP practices. The provider is also an accredited training practice and supports medical students and GPs in training.

The National General Practice Profile states that 82% of the practice population is from a White British background with a further 10% of the population originating from Asian ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

During our inspection we saw that the previously awarded CQC ratings were on display in the premises and practice website.