

Park Leys Medical Practice

Inspection report

Bennetts Road South,
Keresley,
Coventry
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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 responsive to people's needs?

Good 

Overall summary

We carried out an announced assessment of Park Leys Medical Centre on Friday 8 December 2023.

This was a targeted review of responsive services. The practice was previously inspected in March 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well-led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this assessment.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with 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 carried out the assessment,
- 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 for responsive services.

We found that:

- Patients could access care and treatment in a timely way.
- The practice had an effective phone system and was monitoring performance data on calls.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.

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 Healthcare

Our inspection team

The assessment was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to Park Leys Medical Practice

Park Leys Medical Practice is located within Keresley Green Health Centre in the village of Keresley in Coventry. It shares the premises with another GP practice. Park Leys Medical Practice currently provides services to approximately 15,850 registered patients, including patients living in nine local care homes.

The provider is registered with CQC to deliver the regulated activities, diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures. These are delivered from all 3 sites. The practice has GP partners, (2 male and 2 female), 5 salaried GPs (4 female, 1 male), 2 locum GPs, 2 trainee doctors, an emergency care practitioner, 2 physician associates, 2 advanced nurse practitioners, 2 practice nurses, a trainee nurse associate, a health and wellbeing coach, 2 healthcare assistants, a trainee nurse associate, 3 phlebotomists, 2 clinical pharmacists, a pharmacy technician, 2 dispensers, a practice manager, a patient services manager and administrative and reception staff. The practice has 2 branch surgeries; one at Bennetts Road North and one at Fillongley, both within a few miles of Park Leys Medical Practice. There is an on-site dispensing service at the Fillongley practice.

Park Leys Medical Practice is a training practice for fully qualified doctors to gain experience and higher qualifications in general practice. The National General Practice Profile stated that 86% of the practice population were white, 9% were Asian and 5% of the population were black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as 5, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.