

Walnut Medical Centre

Inspection report

110 Walnut Street
Leicester
Leicestershire
LE2 7LE
Tel: 0116 285 5300
www.walnutmedicalcentre.co.uk

Date of inspection visit: 17 January 2019
Date of publication: 22/02/2019

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 Walnut Medical Centre on 17 January 2019 as part of our inspection programme. This was the first inspection to this location.

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.

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. Patients could access care and treatment in a timely way.
- 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:**

- Carry out a formal fire drill.
- Improve the system of recording significant events.
- Expand the patient participation group and formally minute meetings.

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 also included a GP specialist advisor.

Background to Walnut Medical Centre

Walnut Medical Centre is located at 110 Walnut Street, Leicester, LE2 7LE. The surgery has good transport links and is close to the city centre.

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

Walnut Medical Centre is situated within the Leicester City Clinical Commissioning Group (CCG) and provides services to 4512 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 single handed male GP who registered with the CQC in October 2017. There are two regular female locum GPs, a practice nurse and a healthcare assistant. There was a practice manager and administrative and support staff.

There is a higher than average number of patients of working age and a lower number of patients over the age of 65, when compared to local and national averages. There is an above average number of patients in paid work or education, and a lower number of out of work patients. Information published by Public Health England, rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Public Health England data on ethnicity show that 59% of the practice population is white, 25% Asian and 16% mixed race, black or other race.