

City View Medical Practice

Inspection report

Beeston Hill Community Health Centre
123 Cemetery Road
Leeds
West Yorkshire
LS11 8SU
Tel: 0113 4677515
www.cityviewmedicalpractice.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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection of City View Medical Practice on 12 March 2020, following our annual review of the information available to us, including information provided by the practice. This inspection focused on the following key questions:

- are services effective
- are services well-led.

Because of the assurance we received from our review of information, we carried forward the ratings for the following key questions:

- are services safe (good)
- are services caring (good)
- are services responsive (good).

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 and about services
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall. We have rated the population group working-age people (including those recently retired and students) as being requires improvement for effective because:

- Cancer screening uptake rates, particularly those for cervical screening, were below local and national averages.

Our key findings at this inspection were:

- The practice had responded to the challenge of COVID-19 and were effective in identifying patients who were at risk and signposting them to appropriate services.
- Staff were engaging with patients, and providing information for, patients whose first language was not English.
- A review of care and screening available for transgender patients had been undertaken, to ensure they were supported to access care in line with their choice.

- The practice employed a mental health nurse specialist to support those patients with complex mental health needs and minimise the risk of them entering a 'crisis' phase.
- The practice participated in a range of quality improvement schemes to support patient services.
- The practice patient participation group was committed to supporting patients, particularly with health lifestyle interventions, such as raising cancer screening awareness and organising the practice allotment.
- There was evidence of effective leadership and management. Leaders and managers had a good understanding of the challenges they faced regarding the provision of primary care services for their patient population.
- Patients were generally positive about the care, treatment and service they received.
- The merger of two locations had been successful in minimising any inconvenience to patients, whilst supporting staff through the process.

There was one area of outstanding practice:

- The practice had an allotment which the patient participation group supported patients to become involved in the maintenance of. The allotment was used to promote the health and wellbeing of patients. Produce grown in the allotment was made available in the practice for patients.

The areas where the provider **should** make improvements are:

- Continue to encourage and improve uptake rates for childhood immunisations.
- Continue to encourage and improve uptake rates for cancer screening programmes, particularly those relating to cervical screening.
- Improve and reduce the exception reporting relating to the Quality and Outcome Framework long-term condition indicators, to support patient care.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

The inspection team consisted of a Care Quality Commission (CQC) lead inspector, a GP specialist advisor and a second CQC inspector.

Background to City View Medical Practice

In July 2019, City View Medical Practice merged with Shafton Lane Surgery to become one entity under the same provider; South & East Leeds General Practice Group Limited. The provider is also a Leeds federation and provides domiciliary phlebotomy services across Leeds and supports other local practices.

The provider of the service is registered with CQC to deliver the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, family planning, maternity and midwifery services and surgical procedures.

On the day of inspection, we visited City View Medical Practice, Beeston Hill Community Health Centre (Floor 1), 123 Cemetery Road, Beeston, Leeds LS11 8LH. These premises are purpose-built and leased by the provider. There is a separate GP practice on the second floor and community services based on the ground floor of the building. There is large car park with designated disabled parking. There is disabled access to the premises, with a lift and stairs to the first floor. There is a pharmacy nearby.

We also visited Shafton Lane Surgery, 20A Shafton Lane, Holbeck, Leeds LS11 9RE, which is less than a mile away from City View Medical Practice. The premises are also

purpose-built, single-storey and leased. At the time of our inspection, the premises had recently been refurbished by the provider. There is a small car park and on street parking available.

City View Medical Practice is situated within the NHS Leeds Clinical Commissioning Group (CCG). The practice is also a member of a primary care network (PCN) of local practices who work together to improve services for their patient populations.

The practice provides services to approximately 15,221 patients under the terms of a locally agreed NHS Personal Medical Services (PMS) contract. Approximately 40% of patients do not have English as a first language. It is noted that there are over 80 different languages spoken by patients who are registered with the practice; as their origins are Asia, Africa, Middle Eastern or Eastern European.

The National General Practice Profile shows the level of deprivation within the patient demographics as being rated one. (This is based on a scale of one to ten, with one representing the highest level of deprivation.) There are some deviances from the CCG averages, such as:

- Male life expectancy is 74 years (CCG 78 years)
- Female life expectancy is 80 years (CCG 82 years)
- 14% of patients are aged 65 and over (CCG 24%)

- 49% of patients are under 18 years of age (CCG 39%)
- 12% of patients are classed as unemployed (CCG 5%)
- Smoking prevalence is 28% (CCG 19%)

The practice clinical team consists of seven GPs (one male, six female); two female advanced nurse practitioners, five female practice nurses and three female healthcare assistants. The practice also employs a pharmacist and a mental health specialist nurse. These are all supported by a business manager, an operations manager, two patient services managers and an experienced team of administration and reception staff.

City View Medical Practice opening hours are Monday to Friday 08:00 to 18:30; with extended opening from 07:00 on Wednesday until 18:30 and from 07:00 to 19:30 on Thursday.

Shafton Lane Surgery opening hours are Monday to Friday 08:00 to 18:00.

Both sites have a range of clinical appointments throughout those days. Patients also have access to extended evening and weekend appointments via a local 'hub' of practices. When the practice is closed patients are directed to NHS 111 services.

In line with CQC regulation, the previous inspection ratings were displayed both in the practice locations and on their website.