

Newton Surgery

Inspection report

305 Chapeltown Road
Leeds
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Newton Surgery on 29 and 30 September 2022. Overall, the practice is rated as good/requires improvement.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 12 April 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Newton Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was due to the length of time since our last inspection.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Staff questionnaires.
- A short site visit.

Our findings

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- 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 understood the needs of the local population and took steps to improve services for these patients. For example, a consultant led diabetes service and in-house services such as young person's drop in clinic for contraception, smoking cessation and social prescribing service.
- The practice had been approved as a training practice and was due to support second year medical students from January 2023.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Introduce fire drills to support staff to safely evacuate the building in the event of a fire.
- Improve medication review process to capture ongoing discussion and documentation of any risks associated with medication prescribed as identified in historic and current safety alerts.
- Review and improve clinical coding and recording keeping for asthma patients.
- Make arrangements for staff to have access to an external Freedom to Speak Up Guardian.
- Continue to carry out disclosure and barring service (DBS) checks for all staff annually.
- Update registration with the Care Quality Commission to reflect changes in partnership.
- RESPECT forms were used to record discussions and decisions on the do not attempt cardiopulmonary resuscitation (DNACPR) forms. However, there was no system in place to ensure the decision was reviewed annually to ensure this was still accurate.

Our inspection team

Our inspection team was led by a CQC lead inspector who reviewed evidence prior to the inspection and undertook a site visit during which they spoke with staff at the practice. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Newton Surgery

Newton Surgery is located at 305 Chapeltown Road, Leeds, West Yorkshire, LS7 3JT. The surgery has good transport links and is situated in close proximity to a pharmacy.

The provider is registered with the Care Quality Commission (CQC) to deliver the following Regulated Activities:

Diagnostic and screening procedures

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and provides services to 4,968 patients under the terms of a Personal Medical Services (PMS) contract. This is a contract between general practices and NHS England for the delivery of services to the local community.

The service is provided by a partnership consisting of two GP partners (one male and one female, a practice nurse (female) a health care assistant (male). At the time of our inspection the practice also employed two long-term female GP locums.

The practice is also supported by additional clinical staff through the primary care network. This includes an advanced nurse practitioner, a nurse clinical lead and a clinical pharmacist (all female).

The clinical team are supported by a team of managerial and reception staff.

The practice is part of the Burmantofts, Harehills and Richmond Hill Primary Care Network (PCN). PCNs are a group of practices working together to focus care on the needs of the local population.

The National General Practice Profile states that the practice patient population is made up of 44% white 31% Asian and 25% originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England rates the level of deprivation within the practice population as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a higher than local and national average number of male patients aged between the ages of 25 and 49 years.

The practice is open between 8am and 6pm Monday to Friday. In addition, in-house extended hours appointments are available from 7am until 8am Monday to Friday. The practice offers a range of appointment types including telephone consultations, book on the day and book in advance appointments.

Extended access services were available from:

6pm until 8pm Monday to Friday

9am until 3pm Saturday

9am until 1pm Sunday

The extended access service is operated from a local practice within the PCN area. Out of hours cover is provided by the NHS 111 service.