

# The Street Lane Practice

## Inspection report

12 Devonshire Avenue  
Roundhay  
Leeds  
West Yorkshire  
LS8 1AY

Tel: 0113 237 1128  
[www.streetlanepractice.com](http://www.streetlanepractice.com)

Date of inspection visit: 8 Mar to 8 Mar 2019  
Date of publication: 17/05/2019

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 The Street Lane Practice 8 February 2019 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.**

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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- In addition to general practices services, the practice provided additional specialist NHS community clinics under a separate contract with NHS Leeds Clinical Commissioning Group. The clinics could be accessed by patients registered with the practice; along with the local patient population.
- The practice had an in-house patient liaison service which provided support to all patients for both clinical and non-clinical needs.
- The practice had been involved in developing the 'Healthy Minds Service' which provided virtual support for patients with low level mental health issues; signposting to other services and a range of techniques and tools to improve resilience.

- The practice had implemented an 'outcomes' computer template on the clinical system for clinicians to complete following patient consultation. This clearly outlined the management plan and what the next steps for the individual patient were.

We saw areas of outstanding practice:

- The practice had worked with patients to improve access through the development of the eReception system. This enabled patients to contact the practice via a link on the website and reduce the need to contact the practice by telephone. This service was available 24 hours a day and the practice responded to any patient requests via this method within 30 minutes during working hours.
- The practice had obtained funding from the Yorkshire and Humber Academic Science Network to test eReception and had shared the system with 25 practices across Leeds.

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

- Continue to identify and manage risks to patients through risk assessments of the premises. Specifically, the risk assessments for fire and infection prevention and control should be improved and updated.
- Continue to liaise with their cleaning company regarding the improving of infection, prevention and control processes.
- Review their exception reporting rates for patients living with diabetes to assure themselves that these patients are receiving the care, treatment and support that they need.

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

**Dr Rosie Benneyworth** 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)	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, a practice nurse specialist advisor who was shadowing the team and a second CQC inspector.

## Background to The Street Lane Practice

The Street Lane Practice is located at 12 Devonshire Avenue, Roundhay, Leeds, West Yorkshire, LS8 1AY. The surgery has good transport links and there is a co-located pharmacy within the building.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The Street Lane Practice is situated within the NHS Leeds Clinical Commissioning Group (CCG) and provides services to approximately 13,745 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.

Average life expectancy for the practice population is 80 years for males and 83 years for females (CCG average is 78 years and 82 years respectively, and the England average is 79 years and 83 years respectively).

The Public Health National General Practice Profile shows that approximately 14% of the practice population are of Asian ethnicity, 7% black or other mixed ethnicity; with 79% being of white ethnicity.

The level of deprivation within the practice population is rated as nine, on a scale of one to ten; level one representing the highest level of deprivation, and level 10 the lowest.

The medical team consists of five GP partners (three male and two female), four salaried GPs (female), one advanced nurse practitioner, three practice nurses and four health care assistants (all female). The clinical team are supported by an experienced managerial team; including a chief executive officer, practice manager and contracts manager; and a team of administrative and reception staff.

The practice reception is open from 8.30am until 6pm Monday to Friday. However, patients can access appointments with a GP or nurse from 8am. The practice offers extended hours until 8pm on Wednesday evenings and until 9pm on Thursday evenings. In addition, patients can access appointments at another local practice from 9am until 12pm on Saturdays.

Out of hours care is provided by Local Care Direct, and patients are also directed to the NHS 111 line.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.