

# The Arthington Medical Centre

## Inspection report

5 Moor Road  
Hunslet  
Leeds  
LS10 2JJ  
Tel: 01133852180

Date of inspection visit: 13 September 2022  
Date of publication: 04/10/2022

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 caring?

Good 

Are services responsive to people's needs?

Good 

# Overall summary

We carried out an announced focused desk-top inspection on 13 September 2022. Overall, the practice remains rated as good. The rating for each key question we inspected is:

Caring – good

Responsive – good

At the last inspection on 13 April 2022, the practice was rated as good overall and good for the key questions of safe, effective and well-led. The previous inspection, undertaken on 17 October 2018, responsive was rated as good and caring rated as requires improvement. This was because:

- Patients' satisfaction with how cared for they felt was consistently, and in some cases significantly, below local and national averages.

At this inspection, we found that those areas previously rated as being requires improvement had been actioned and addressed by the practice.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Arthington Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This was a focused inspection looking at the key questions of caring and responsive. This inspection was undertaken as it was identified that all key questions should have been considered at the previous inspection on 13 April 2022.

## How we carried out the inspection

This inspection was carried out in a way which did not require us to attend on site. This is known as a desk-top inspection. We undertook the following:

- Spoke with staff via video conferencing.
- Requested and reviewed evidence from the provider.
- Reviewed information from sources external to the provider.
- Reviewed patient feedback and patient survey results.

## 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:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.

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

# Overall summary

- Continue to take action to improve patient satisfaction.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

The inspection was undertaken by a Care Quality Commission (CQC) inspector who spoke with staff using video conferencing facilities and reviewed information, without visiting the location.

## Background to The Arthington Medical Centre

The Arthington Medical Centre is located at 5 Moor Road, Leeds LS10 2JJ. The premises are owned by the lead GP. There is onsite car parking and disabled access to the building.

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

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and is also part of a wider network of GP practices, known as a Primary Care Network (PCN).

Information published by Public Health England rates the level of deprivation within the practice population group as being decile one. (On a scale of one to ten, decile one represents the highest level of deprivation and decile ten the lowest.)

The provider holds a General Medical Services (GMS) contract to deliver services to a registered patient population of approximately 5,414. According to the latest available data, the ethnic make-up of the patient population is 89% white, 3% Asian with the remaining 8% of black and mixed ethnicities. The gender distribution shows there are similar numbers of male and female patients. In comparison with England averages, there is 14% older people (compared to 18%), 63% working age people (compared to 62%) and 23% young people (compared to 20%). The practice has a higher than local and national average of patients who have a long-standing health condition.

The clinical team consists of one female lead GP and three salaried GPs (one female and two male), two advanced nurse practitioners, two practice nurses, one healthcare assistant and two pharmacists (all of whom are female).

The non-clinical team consist of two practice managers, who job share, and a team of experienced reception and administration staff.

The practice opening hours are as follows:

Monday 8am to 6pm

Tuesday 7.30am to 7pm

Wednesday 8am to 6pm

Thursday 7.30am to 6pm

Friday 8am to 6pm

Appointments during these times are available for patients, which include face to face and telephone consultations. Requests for home visits can be made to the practice, after being assessed as being appropriate.

Patients also have access to evening and weekend appointments at hubs based in Leeds, which are operated by the local confederation.

Out of hours cover is provided by Local Care Direct. Patients are directed to NHS 111 when the practice is closed, should the need arise.