

St Elizabeth's Medical Centre

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at St Elizabeth's Medical Centre on 21 July 2016. The overall rating for the practice was good and the rating for the safe domain was requires improvement. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for St Elizabeth's Medical Centre on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 31 January 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 21 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- An electrical safety installation check was carried out on 18 August 2016.
- A disaster handling and business continuity plan had been implemented to guide staff in the event of a major incident.
- The practice had carried out risk assessments as they did not have a defibrillator or oxygen available on the premises.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- An electrical safety installation check was carried out on 18 August 2016.
- A disaster handling and business continuity plan had been implemented to guide staff in the event of a major incident.
- The practice had carried out risk assessments as they did not have a defibrillator or oxygen available on the premises.

Good



St Elizabeth's Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to St Elizabeth's Medical Centre

St Elizabeth's Medical Centre is a GP practice, which provides primary medical services to approximately 5,200 patients living in the Netherhall area north-east of the city. All patient facilities are accessible. Leicester City Clinical Commissioning Group (LCCCG) commission the practice's services.

The practice has two GP partners (male) and a long-term locum GP (female). The nursing team consists of a practice nurse and a long-term locum nurse. They are supported by a Practice Manager, an IT Manager and a team of reception and administrative staff.

The practice has a branch site at Evington Surgery, 10 The Common, Evington, Leicester.

The practice is open between 8am and 1pm and 2pm and 6.30pm Monday to Friday, however the practice closes at 1pm on a Thursday. The branch surgery at Evington Surgery is open from 8am to 10.30am and 4pm to 6.30pm Monday to Friday, however opens in the morning only on a Thursday. Appointments are from 9am to 11.30am every morning and 4pm to 6pm. In addition to pre-bookable appointments that can be booked up to 12 weeks in advance, urgent appointments are also available for people that need them.

The practice does not have a website, however there were plans in place and we could see that the practice were taking steps to design a website.

Patients can access out of hours support from the national advice service NHS 111. The practice also provides details for the nearest urgent care centres, as well as accident and emergency departments.

Why we carried out this inspection

We undertook a comprehensive inspection of St Elizabeth's Medical Centre on 21 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and the safe domain was rated requires improvement. The full comprehensive report following the inspection on July 2016 can be found by selecting the 'all reports' link for St Elizabeth's Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based inspection of St Elizabeth's Medical Centre on 31 January 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of St Elizabeth's Medical Centre on 31 January 2017. This involved reviewing evidence including:

- Business continuity plans.

Detailed findings

- Risk assessments in relation to emergency equipment.
- Electrical installation safety checks.

Are services safe?

Our findings

At our previous inspection on 21 July 2016, we rated the practice as requires improvement for providing safe services as an electrical installation safety check had not been carried out and there were limited arrangements in place to deal with medical emergencies and major disruptions to the service.

These arrangements had significantly improved when we undertook a follow up inspection on 31 January 2017. The practice is now rated as good for providing safe services.

During our desk-based review, we saw that an electrical safety installation check was carried out on 18 August 2016 and the overall assessment was satisfactory.

The practice had implemented a disaster handling and business continuity plan which included plans for relocation if the premises were unsuitable for use and contact details for staff members. The plans included actions to be taken in the event of a loss of water supply, electricity, heating and telephone system. The practice had also carried out risk assessments as they did not have a defibrillator or oxygen available on the premises. The risk assessments identified these were low risks and also detailed what actions would be taken in the event that these would be needed to mitigate potential risks to patients.