

# Dr WHM Matta & Partners

## Inspection report

Legrave Surgery  
Luton  
Bedfordshire  
LU4 9QZ  
Tel: 01582572817  
[www.leaguesurgery.co.uk](http://www.leaguesurgery.co.uk)

Date of inspection visit: 10 December 2019  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at Dr WHM Matta & Partners, also known as Leagrave Surgery, 10 December 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Well-led

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. Current best practice guidelines were followed.
- Clinical audit was used to demonstrate quality improvement.

- Unverified data showed the practice had made improvements to performance indicators.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Staff were aware of their roles and responsibilities and informed us they were supported by the practice management and GP partners.
- The practice was working as part of a Primary Care Network to maintain and improve the services they offered. This helped the practice as they were restricted in expanding clinical services due to the size of their premises.
- The practice uptake for cervical screening was below the 80% NHS England target.
- The practice did not have an active Patient Participation Group (PPG). They had made plans with their Primary Care Network to form a network wide PPG

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

- Increase the uptake of cervical screening for eligible patients in the practice.
- Continue to work with patients to sustain a PPG.

**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)	Requires improvement	
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 and included a GP specialist advisor.

## Background to Dr WHM Matta & Partners

Summary Dr WHM Matta & Partners provides a range of primary medical services to the residents of Luton from its location of Leagrave Surgery, 37A Linden Road, Luton, Bedfordshire, LU4 9QZ

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

Dr WHM Matta & Partners is situated within the Luton Clinical Commissioning Group (CCG) and provides services to approximately 8,370 patients under the terms of a general medical services (GMS) contract. A GMS contract is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice is run by four male GP partners and employs three regular long-term locum GPs. There is currently a vacancy for a salaried GP. The nursing team consists of

two practice nurses and one healthcare assistants, all female. There is a team of reception and administrative staff led by a practice manager and a patient services manager.

The practice population is of mixed ethnicity with an average age range. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open from 8am to 6.30pm Monday to Friday.

Routine appointments with a GP, practice nurse or health care assistant can also be booked through the practice for the Luton Extended Access Service. This service operates on Monday to Friday evenings from 6pm to 9pm and on Saturdays and Sundays from 8.30am to 2.30pm at two local GP Practices.

When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.