

# The Centre Surgery

## Inspection report

29 Hill Street

Hinckley

LE10 1DS

Tel:

[www.thecentresurgery.co.uk](http://www.thecentresurgery.co.uk)

Date of inspection visit: 17 June 2022

Date of publication: 12/07/2022

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 safe?		Good	
Are services effective?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at The Centre Surgery on 17 June 2022 Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 6 January 2022, the practice was rated Inadequate overall and for key questions safe and effective. Well led was rated as required improvement and caring and responsive were rated as good. The practice was issued with a warning notice in relation to regulation 12 (safe care and treatment) and a requirement notice in relation to regulation 17 (good governance).

A follow up focussed inspection was conducted on 14 April 2022 in relation to the breach of regulation 12 found at the inspection. We found that most of the issues had been addressed. A further requirement notice was issued in relation to regulation 12 at the inspection in April 2022.

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

## Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

:

- Areas followed up including any breaches of regulations or 'shoulds' identified in previous inspection
- Ratings carried forward from previous inspection in relation to safe, effective and well led.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

# Overall summary

- 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 have rated this practice as Good overall

We found that:

- Previous breaches of regulation had been met fully and patients' needs were being met.
- We found the practice had implemented governance structures and processes to ensure systems were kept safe.
- We found the practice had made improvements to managing patients care and treatment in relation to prescribing and monitoring their medicines.
- Backlogs of work which were previously found had been cleared and there were clear systems to ensure results and correspondence were dealt with appropriately in a timely matter.
- There were clear systems to raise and investigate complaints and significant events with learning points shared to all staff.
- Staff were positive about the changes which had been put in place and reported the management structure was effective at identifying responsibilities.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Undertake a review of historical safety alerts to ensure patients are not potentially affected by them.
- Improve cervical screening uptake rates within the practice.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 The Centre Surgery

The Centre Surgery is located in Hinckley at:

29 Hill Street,  
Hinckley,  
LE10 1DS

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

The practice is situated within the Leicester and Leicestershire Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 5,500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices as a Primary Care Network (PCN) known as Hinckley Central which is a group of four practices within Hinckley.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96% white, 2% Asian and 1% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a clinical team of three GPs, and Advanced Nurse Practitioner (ANP), two practice nurses and a health care assistant. The clinical team is supported by a pharmacist and a paramedic from the PCN. The surgery has a practice manager and a team of receptionists and administration staff to support.

The practice is open between 7.45am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN with appointments held at the Centre Surgery on evenings and weekends. Out of hours services are provided by DHU which patients can access by phoning 111.