

Oakwood Lane Medical Practice

Inspection report

2 Amberton Terrace
Gipton
Leeds
West Yorkshire
LS8 3BZ
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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 comprehensive inspection at Oakwood Lane Medical Practice on 25 January 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 for providing safe, effective, caring responsive and well-led services. This meant the practice were rated good for all population groups with an overall rating of good. The practice was previously inspected in July 2015 and were given an overall rating of good with a rating of outstanding for providing well-led services.

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 practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance and performance management arrangements had been proactively reviewed and took account of current models of best practice.
- The practice was working with NHS Leeds Clinical Commissioning Group on a number of pilot schemes to improve services for patients.

- The practice gathered feedback from patients using various methods, including through practice health champions.
- The provider could demonstrate how they had involved the whole practice team during the recruitment and selection process to promote inclusive leadership within the practice.
- We saw evidence that the practice shared data and information proactively to drive and support decision making as well as system wide working and improvement.
- The practice had mapped demand over a number of years to ensure safe levels of staff were available to meet demand on any given day. The capacity and demand work undertaken was used as an example of best practice across NHS Leeds Clinical Commissioning Group. The data collected from this work was also used to inform demand for urgent primary care and the practice was able to quantify the increase in urgent care demand in GP over the winter and correlate this with patients presenting at Accident and Emergency Department.

We saw areas of outstanding practice:

- The practice had a clear vision which had been produced during the merger of two previous practices and was regularly reviewed and discussed with staff.
- There was a high level of constructive engagement with staff and a high level of staff satisfaction.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 and a second CQC inspector.

Background to Oakwood Lane Medical Practice

Oakwood Lane Medical Practice is located at 2 Amberton Terrace, Leeds, LS8 3DZ. The surgery has good transport links and there is a co-located pharmacy within the building.

The provider is registered with CQC to deliver the following Regulated Activities;

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

Oakwood Lane Medical Practice is situated within the NHS Leeds Clinical Commissioning Group (CCG) and provides services to approximately 14,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The Public Health National General Practice Profile shows that approximately 20% of the practice population are of Asian ethnicity, 13% black or other mixed ethnicity; with 67% being of white ethnicity.

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

The medical team consists of seven GP partners (five female and two male), three salaried GPs (two female and one male), an advanced nurse practitioner, two nurse prescribers, four practice nurses, two health care assistants, a phlebotomist, two pharmacists and a social prescriber. The clinical team are supported by a business manager, an operations manager and an experienced team of administrative and reception staff. Four nurses within the practice were trained mentors and the practice offered placements to student nurses at the practice.

Practice opening times are from 7am until 6pm Monday to Friday. In addition; patients can access appointments at another local practice from 9am until 12pm at a local secondary care location from 9am until 1pm on Saturday and Sunday.

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.