

The Arthington Medical Centre

Inspection 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 location

Good 

Are services caring?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Arthington Medical Centre on 17 October 2018. The overall rating for the practice was good. However, we rated the practice as requires improvement for providing caring services. The full comprehensive report for that inspection can be found on the Care Quality Commission website, by selecting the 'all reports' link for The Arthington Medical Centre.

This inspection was an announced focused inspection carried out on 25 September 2019, to confirm the practice had made the required improvements in providing caring services. At this inspection we also reviewed the several aspects of care where we told the provider they should improve.

Our key findings were as follows:

- On the day of inspection patient feedback was positive regarding the care and support offered by the practice. Patients told us they were treated with dignity and respect and they were listened to. The provider had reviewed the outcomes of the 2019 National GP Patient Survey and we saw that three out of the five indicators we reviewed had improved since the 2018 survey. Whilst responses to this survey remained below CCG and national averages, responses to the practice's own survey undertaken between July and September 2019 were more positive and the response rate was higher, representing 3% of the patient population. The practice had made a number of changes since their last inspection which aimed to improve the patient experience.

In addition:

- The provider had reviewed and improved the range of vaccinations and immunisations offered to staff, in line with guidelines. There was evidence to support that the immunisation status of staff was recorded and that staff had been appropriately immunised. Occupational health support was also available for all staff.
- The provider had reviewed how communication with staff could be improved to support staff raising concerns. We saw evidence of discussions at staff meetings and staff told us they were happy in their roles. We were told the new practice management team were communicative, supportive and approachable. One to one appraisals were planned. Staff were aware of the whistleblowing policy and of where they could access support. A 2019 staff survey confirmed that recent changes had resulted in increased job satisfaction and had contributed to an open and honest culture within the team.
- The provider had significantly improved the identification of patients who acted in the capacity of a carer. A carers' champion worked with the team to proactively support this vulnerable group of patients.

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

- Monitor and continue to work towards improving patient satisfaction at the practice.

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector and included a second CQC team member.

Background to The Arthington Medical Centre

Dr Punnoose is the provider of The Arthington Medical Centre, which is located at 5 Moor Road, Leeds LS10 2JJ.

The premises are owned by the provider and there is a small car park for staff and patients. Additional on street parking is available.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

Services are provided to a registered patient population of approximately 5,686 through a locally agreed NHS General Medical Services (GMS) contract.

The registered population consists of approximately 90% white British with the remaining 10% of mixed ethnicity. Twelve percent of patients are classed as being unemployed; compared to 6% locally and 5% nationally.

At 61% there is a higher than local and national average of patients who have a long-standing health condition; compared to 52% locally and 54% nationally. This includes patients who have mental health conditions, such as depression and dementia.

The National General Practice Profile shows the level of deprivation within the practice demographics being rated as one. (This is based on a scale of one to ten,

representing the highest level of deprivation and ten the lowest.) Public Health data shows that the average health status of people in deprived areas tends to be poorer and the use of health care services higher.

The practice clinical team is led by the female GP provider. In addition, there are two male salaried GPs, two male and one female long-term GP locums, a female advanced nurse practitioner, a practice nurse and a female healthcare assistant. They are supported by two practice managers who job-share and a team of administration and reception staff.

Opening times for The Arthington Medical Centre are 8am to 6pm Monday to Friday; with the exception of Tuesday when they are open 7.30am to 7pm and Thursday when they are open from 7.30am until 6pm. Since October 2018, the practice has increased the number of on-line appointments it offers from three to nine per day.

Routine and urgent appointments are available, along with telephone consultations as appropriate. As part of a federation of practices, patients can access four, out of hours appointments, available daily, Monday to Thursday at hub sites. On a Friday the practice is also able to book into any additional out of hours appointments that have not been used by neighbouring practices.

During the inspection we saw that the previously awarded ratings were displayed.