

# Broom Leys Surgery

## Inspection report

LE67 4DE

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Date of inspection visit: 13 February 2019

Date of publication: 29/05/2019

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?

Requires improvement



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Broom Leys Surgery on 13 February 2019 as part of our inspection programme.

Our judgement of the quality of care at this service is based 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 rated the practice as good for providing a safe, effective caring and well led service. This was because:

- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as requires improvement for providing a responsive service and all population groups because:

The findings of the national GP patient survey indicated that patients could not always access care and treatment in a timely way. The practice had taken some steps to address this but at the time of our inspection there was insufficient data to measure the effectiveness.

The areas where the provider should make improvements are:

- Continue to monitor and improve patient satisfaction in respect of access to the service, in particular, the improvement of telephone access.
- Further improve the system for significant events to include reviewing events to ensure actions implemented are effective.
- Consider increasing the frequency of nurse meetings.
- Continue to monitor that weekly and monthly checks within the practice are being completed, for example in respect of fire safety and emergency equipment.

## **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

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a second CQC inspector.

## Background to Broom Leys Surgery

Broom Leys Surgery is situated in the village of Coalville, north west of the city of Leicester.

It has approximately 7,800 patients and the practice's services are commissioned by West Leicestershire Clinical Commissioning Group (CCG). They are also a part of the North West Leicestershire GP Federation which is made up of 13 GP practices working together to deliver healthcare for local communities.

Patient demographics reflect the national average and information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a General Medical Services Contract (GMS). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

At Broom Leys Surgery, the service is provided by the main GP who was the provider, four salaried GPs, one practice nurse and one trainee practice nurse, a practice manager and a team of administration and reception staff.

The practice has one location registered with the Care Quality Commission (CQC) which is Dr Stuart Scrivens, Broom Leys Surgery, Broom Leys Road, Coalville, Leicestershire, LE67 4DE.

The practice is open between 8.00am to 6.30pm from Monday to Friday, shutting at lunchtime between 12.45pm and 1.30pm.

An additional extended hours service is commissioned by the CCG and appointments are available in early morning, evenings and weekends at three locations within the CCG area and these can be made through the practice.

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.