

# West Lodge Surgery

## Inspection report

New Street  
Farsley  
Pudsey  
West Yorkshire  
LS28 5DL

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Date of inspection visit: 04/06/2019

Date of publication: 18/07/2019

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 effective?

Good



# Overall summary

We carried out an announced comprehensive inspection at West Lodge Surgery on 7 June 2018. The overall rating for the practice was good. However, we rated the population group of people with long-term conditions as requires improvement. This was because we saw that the practice had a higher rate of exception reporting for some of the Quality and Outcomes Framework (QOF) indicators. The full comprehensive report for that inspection can be found on the Care Quality Commission website, by selecting the 'all reports' link for West Lodge Surgery.

This inspection was an announced focused inspection carried out on 4 June 2019, to confirm the practice had made the required improvements in providing effective services for people with long-term conditions.

Our key findings were as follows:

- The provider had reviewed the QOF exception reporting regarding people with long-term conditions. They could evidence appropriate patient exception reporting, having a clear rationale recorded in their records.

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 the immunisation status of staff was recorded and that staff had been appropriately immunised.

There was an area where the provider **should** continue to make improvements:

- Review and improve the QOF exception reporting regarding people with long-term conditions in line with the local Clinical Commissioning Group and national averages.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

People with long-term conditions

Good



## Our inspection team

Our inspection team consisted of a lead CQC inspector.

## Background to West Lodge Surgery

West Lodge Surgery operates from three locations within the West Leeds area. The main site is at New Street, Farsley, Pudsey LS28 5DL. There are two branch sites at Glenlea Surgery, 703 Leeds and Bradford Road, Stanningley LS28 6PE and Calverley Surgery, Upper Carr Lane, Calverley LS28 5PL.

We undertook the focused inspection at the Farsley site. At this location, the practice operates from a converted three storey building. Consulting and treatment rooms are based on the ground floor. There are onsite parking facilities, including designated disabled parking spaces.

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

West Lodge Surgery sits within Leeds Clinical Commissioning Group (CCG) and is part of a locality group of practices. The National General Practice Profile shows the level of deprivation within the practice demographics as being rate six. (This is based on a scale of one to ten, with one representing the highest level of deprivation.)

The practice provides services to approximately 19,370 patients under the terms of a locally agreed NHS Personal Medical Services (PMS) contract. The patient population consists of approximately 95% of white British ethnicity, with the remaining 5% from mixed ethnic groups. There

are some variations from national practice profiles. For example, 72.5% of patients are in paid work or full-time education (compared to 62.7% CCG) and 2.5% are unemployed (compared to 5.3% CCG).

The clinical team consists of seven GP partners (three male and four female), four female salaried GPs, two advanced nurse practitioners, four practice nurses, three healthcare assistants, two phlebotomists and two pharmacy technicians. The non-clinical team consists of a practice manager, an assistant practice manager and a range of reception, secretarial and administration staff.

Opening hours are Monday to Friday 7.30am to 6.30pm, with a range of appointments offered between these hours until 6pm. In addition, the practice works with four local practices to provide extended hours appointments at evenings and weekends, via a 'hub'. The service is provided between 6pm and 8pm Monday to Friday; 8am to 12pm Saturday and Sunday. Out-of-hours services are available for patients in case of emergencies via a locally agreed contract.

West Lodge Surgery is accredited as a training practice and supports GPs in training, as well as medical students and student nurses.

We noted that the ratings from the previous inspection were displayed in the practice. At the time of our inspection, the website had been redesigned and it was noted that there was not a link to the previous inspection ratings. This has been raised with the local Clinical Commissioning Group website development team.