

# Kingsway Surgery

## Inspection report

23 Kingsway  
Narborough Road South  
Leicester  
LE3 2JN  
Tel: 0116 2895081  
[www.kingswaysurgery.co.uk](http://www.kingswaysurgery.co.uk)

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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 Kingsway Surgery on 3 April 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 overall and good for all population groups.**

We found that:

- Care for more vulnerable patients was prioritised enabling clinicians to focus on providing specialist support. This included developing trust with patients and providing resources such as easy read health check leaflets and flu vaccination invitation letters.
- The practice was a dementia friendly practice and invested in staff development and specialist care.
- Staff we spoke with confirmed there was an open culture, a team approach to all incidents and senior staff were very approachable.
- Patient feedback was welcomed, considered and acted upon to develop and improve services. Over the last year, the practice had made significant changes after consulting with patients and there was a culture of listening and learning to the patient voice.

- There was an effective process for monitoring patients' health in relation to the use of medicines including high risk medicines, with appropriate monitoring and clinical review prior to prescribing.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Staff worked together and with other agencies.
- Patients we spoke with and comment cards we reviewed told us staff treated patients with kindness and respect and involved them in decisions about their care.
- Practice leaders organised and delivered services to meet patients' needs. They demonstrated ambition and determination to continually improve quality and delivery.
- Improvements to GP and ANP capacity were impacting positively on access. Patient feedback was improving around access following changes made. Patients were more able to access care and treatment in a timely way.
- Patients' treatment was regularly reviewed and updated. Patients with long term conditions received a structured annual review and staff considered concurrent appointments whenever possible.

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to Kingsway Surgery

Kingsway Surgery is located at 23 Kingsway, Narborough Road South, Leicester LE3 2JN. The surgery has good transport links and there are several pharmacies located nearby. The practice has a branch located at Thorpe Astley Community Centre, Lakin Drive, Leicester LE3 3RU. At this inspection we visited the main site at 23 Kingsway. When the practice is closed, patients are directed to call NHS 111.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Kingsway Surgery sits within the East Leicestershire and Rutland Clinical Commissioning Group (CCG) and provides services to 10,385 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two GPs, who registered with CQC in July 2018. The practice employs salaried GPs, ANPs, practice nurses, health care assistants, a practice manager and several administration and support staff.

There are lower than average number of patients with a long-term health condition than the local and national average and higher than average numbers of patients in full time employment or education. The practice has higher levels of young patients between the age of 5 and 14 and aged under 18, compared to local and national averages.

The National General Practice Profile states that 74.6% of the practice population is from a White background with 19.2% of Asian ethnicity. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.