

South Wigston Health Centre

Inspection report

80 Blaby Road
Wigston
LE18 4SE
Tel: 01162782028

Date of inspection visit: 31/05/2023
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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?

Requires Improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Good



Overall summary

We carried out an announced inspection at South Wigston Health Centre on 31 May 2023. Overall, the practice is rated as Good.

At our previous inspection in November 2022, the practice was rated as inadequate overall and inadequate for the key questions of safe, effective, responsive and well-led. The key question of caring was rated as requires improvement. The service was not placed into special measures, as the service was not registered with the Care Quality Commission at the time of the last inspection. Therefore we were not able to use our enforcement powers.

The full reports for previous inspections can be found by selecting the 'all reports' link for South Wigston Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection.

This inspection in May 2023 was a comprehensive inspection including a site visit to review progress with the action plan the provider had sent us following the last inspection, and to ensure improvements had been made.

Following this inspection, the practice is now rated as good overall and for the key questions of effective, caring, responsive and well led and requires improvement for safe.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting specific evidence from the provider to be submitted electronically. Other evidence was reviewed during the site visit.
- Staff questionnaires
- A site visit.

Our findings

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 found that:

- Significant work had been completed to address the concerns we identified during our last inspection in November 2022.

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm however there was some areas that needed improving.
- 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.
- 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.

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

- Complete the collation of staff immunisation status.
- Implement systems to ensure all safety alerts are received and acted upon appropriately, including the reviews of historic medicines alerts.
- Continue to promote the uptake of cervical screening and achieve the 80% uptake national target.
- Continue to develop systems to improve patient experience for telephone access.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit on 31 May 2023 with a second CQC inspector. The inspection team also included a GP specialist advisor who spoke with GPs using video conferencing facilities, and completed clinical searches and records reviews on 24 May 2023 without visiting the location.

Background to South Wigston Health Centre

South Wigston Health Centre is located in Wigston, Leicestershire at:

80 Blaby Road

Wigston

Wigston

Leicestershire

LE18 4SE

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

The practice offers services from one location situated within a health centre owned by a local Trust. The practice occupies the majority of the ground floor and does not deliver any patient services from the first floor of the building.

South Wigston Health Centre is situated within the NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) and delivers General Medical Services (GMS) to a patient population of approximately 7,177. This is part of a contract held with NHS England. An Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.

The practice is part of the Oadby & Wigston Primary Care Network (PCN) which is a network of five local GP practices working collaboratively to deliver improved levels of care for patients, by connecting the primary healthcare team across the area with community and other service providers in their area.

The practice employs a clinical lead salaried GP and four other salaried GPs; they also use one regular long-term locum GP and an advanced nurse practitioner. The nursing team consists of two practice nurses and two healthcare assistants. Since our previous inspection, the practice has employed a pharmacist and pharmacy technician. A practice manager supported by two operations managers and a reception manager lead a team of reception and administrative staff.

The practice has access to staff working across their Primary Care Network (PCN) including a social prescriber, a first contact physiotherapist, a mental health practitioner, and additional pharmacy support.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the estimated ethnic make-up of the practice area is 91.4% white, 5.1% Asian and 3.5% other ethnicities.

The practice is open from 8am until 6.30pm Monday to Friday, with later opening on a Thursday evening until 8pm as part of the PCN's extended access scheme. When the practice is closed, out of hours cover for emergencies is provided via the 111 service.