

# Leeds Student Medical Practice

## Inspection report

4 Blenheim Court  
Blenheim Walk  
Leeds  
West Yorkshire  
LS2 9AE

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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 effective?

Good 

# Overall summary

We had previously carried out an announced comprehensive inspection at Leeds Student Medical Practice on 11 January 2019. The overall rating for the practice was good, with requires improvement for providing effective services; particularly relating to the population groups of working age people (including those recently retired and students) and people experiencing poor mental health (including people with dementia). At that inspection we also found there were areas where the provider should make improvements. These included improving the processes regarding disclosure and barring service (DBS) checks for salaried GPs; improve the support provided to healthcare assistants during their induction period; improve the provision of information for patients whose first language is not English and improve systems to identify patient with specific vulnerability factors or conditions.

The full comprehensive report for that inspection can be found by selecting the 'all reports' link for Leeds Student Medical Practice on the Care Quality Commission website.

This inspection, carried out on 27 February 2020, was an announced focused inspection to determine whether the practice had made the required improvements in providing effective services. This report covers our findings in relation to those. Overall the practice remains rated as good and the key question of are services effective is now also rated as good.

Our key findings were as follows:

- The provider had reviewed and improved the processes to ensure requirements relating to DBS checks were being met for all staff.
- The provider had reviewed and improved systems to correctly identify patients with specific vulnerability factors or conditions.
- The provider had reviewed and improved the support provided to healthcare assistants, to ensure that the standards within the Care Certificate were incorporated into their induction process.
- The provider had reviewed and improved the provision of information available for patients, in line with patients' first language.
- The provider had undertaken extensive reviews to improve the coding, recall and review of patients, particularly those with a long-term condition, those who were eligible for cancer screening and children requiring immunisations.

The areas where the provider **should** make improvements are:

- Continue to promote and monitor uptake rates for childhood immunisations.
- Continue to promote and monitor uptake rates for cervical cancer screening.

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

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not sufficient evidence to rate</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>Requires improvement</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 was carried out by a Care Quality Commission (CQC) inspector and a GP specialist advisor.

## Background to Leeds Student Medical Practice

Leeds Student Medical Practice is located at 4 Blenheim Court, Blenheim Walk, Leeds LS2 9AE. The website for the practice is

The practice operates from purpose-built premises, which had recently been extended. There are onsite parking facilities, with dedicated disabled spaces. The practice is accessible for those patients with limited mobility or who use a wheelchair.

The practice is registered with the CQC to carry out the following regulated activities:

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Family planning
- Maternity and midwifery services

The practice is located within Leeds Clinical Commissioning Group (CCG) and is a member of a federation of practices across Leeds. They are also part of a primary care network (PCN) of local practices who work together to improve services for their patient populations. The practice provides services to their registered patients under the terms of a locally agreed NHS Personal Medical Services (PMS) contract.

At the time of our inspection there were approximately 44,000 patients registered at the practice, many of which are international students. The practice population consists of predominantly students:

- 371 patients aged 0 to 16 years
- 42,748 patients aged between 17 to 34 years
- 926 patients aged between 35 to 44 years
- 110 patients aged between 45 to 64 years
- 3 patients aged between 65 to 74 years and one patient aged 75 or over.

The practice population profile shows that 71% of patients' main spoken language is English, 20% is Chinese and 4% is Arabic. However, in the 0 to 16 year age range, this changes to 10% English, 1% Chinese and 27% Arabic. There is a high turnover of patients in a 12-month period. For example, approximately 13,800 new patients registered with the practice and 12,600 patients deregistered in the preceding 12 months.

The Public Health National General Practice Profile shows the level of deprivation within the practice demographics is rated as five. (This is based on a scale of one to ten, with one representing the highest level of deprivation.)

At the time of our inspection, there were approximately 90 members of staff working at the practice, within a variety of clinical and non-clinical roles. The clinical team consists of seven GP partners (three female and four male); 14 salaried GPs (two male and 12 female); two female GP registrars; 13 nurses; five healthcare assistants and one mental health advisor. They are supported by experienced management, administration and reception teams.

The practice provides a training environment for clinical staff, such as qualified doctors who wish to train in general practice medicine and nursing students.

Practice opening times are 7am to 7pm Monday to Friday and 9am to 1pm Saturday and Sunday. Appointments with a range of clinicians are available during these times. When the practice is closed, patients can access out of hours care by calling NHS 111.

We saw that the ratings from the previous inspection were displayed both in the practice and on their website.