

St Lawrence Road Surgery

Inspection report

17-19 St. Lawrence Road
North Wingfield
Chesterfield
S42 5LH
Tel: 01246851029

Date of inspection visit: 19 and 30 August 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at St Lawrence Road Surgery on 19 and 30 August 2022. The practice is rated as Good in the key questions safe, effective, caring, responsive and well-led. Overall, the practice is rated as Good.

This was the first inspection of St Lawrence Road Surgery since it joined Derbyshire Community Health Services NHS Foundation Trust.

Why we carried out this inspection.

This inspection was a comprehensive inspection and included the key questions safe, effective, caring, responsive and well-led.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- 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 have rated this practice as Good overall.

We found that:

- 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 practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

We found one area of **outstanding** practice:

Overall summary

- The provider had introduced an effective quality assessment programme called Quality Always which assessed and risk rated key areas of practice across the whole practice. Where issues were identified, action plans were put in place to drive improvements. For example, infection prevention, patient safety and protecting vulnerable people.

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

- Add alerts to the electronic records of children with a safeguarding concern.
- Hold completed cleaning schedules within the practice to enable staff to have oversight of the effectiveness of the cleaning. Inform practice staff of how to access the completed schedules.
- Update processes for checking that when a blood test is requested the result is received by the practice.
- Update processes for acting on Medicines and Healthcare products Regulatory Agency (MHRA) alerts to include a recall system or background searches for historic MHRA alerts.
- Review the coding and signing process for patients with a Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) decision in place.
- Forward statutory notifications to the CQC when any incident is reported to, or investigated by, the police.

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. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to St Lawrence Road Surgery

St Lawrence Road Surgery is located in Chesterfield at:

17-19 St. Lawrence Road

North Wingfield

Chesterfield

S42 5LH

The practice is part of Derbyshire Community Health Services NHS Foundation Trust. The Trust is registered with the CQC to carry out a range of regulated activities which includes those regulated activities we would usually expect to see for primary care providers: diagnostic and screening procedures, maternity and midwifery services, surgical procedures, treatment of disease, disorder or injury and family planning.

The practice is situated within the Joined Up Care Derbyshire Integrated Care System (ICS). It delivers Personal Medical Services to a patient population of approximately 4,355 patients. This is part of a contract held with NHS England.

The practice is part of South Hardwick Primary Care Network (PCN), a wider network of nine GP practices that work collaboratively to deliver primary care services.

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

According to the latest available data, the ethnic make-up of the practice area is 98.3% White, 0.8% Asian, 0.2% Black and 0.6% Mixed.

The age distribution of the practice population demonstrates a higher proportion of older patients, and lower numbers of younger patients compared to local and national averages:

- The percentage of older people registered with the practice is 25.5% which is above the CCG average of 20.4% and the national average of 17.7%.
- The percentage of young people registered with the practice is 15.9% which is below the CCG average of 19.4% and the national average of 20%.

There is a team of three GPs, a long-term locum GP, a bank GP and a medical support worker, two advanced nurse practitioners, a practice nurse, bank practice nurse and two health care assistants. The team are supported by a practice manager, deputy practice manager, an accounts manager, operations manager and a team of five reception and administration staff. The practice team is supported by the wider management team from the Derbyshire Community Health Services NHS Foundation Trust

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by South Hardwick PCN, where late evening and weekend appointments are available. Out of hours services are provided by Derbyshire Health United.