

# Leighton Road Surgery

## Inspection report

1 Leighton Road  
Linslade  
Leighton Buzzard  
Bedfordshire  
LU7 1LB

Tel: 01525372571

[www.leightonroadsurgery.co.uk](http://www.leightonroadsurgery.co.uk)

Date of inspection visit: 20 Nov 2019

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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

Inadequate



Are services safe?

Inadequate



Are services effective?

Inadequate



Are services caring?

Requires improvement



Are services responsive?

Inadequate



Are services well-led?

Inadequate



# Overall summary

## **The service is rated as Inadequate overall.**

We carried out an announced focused inspection at Leighton Road Surgery on 20 November 2019 to confirm that the practice had carried out the necessary improvements in relation to the breaches of regulation set out in warning notices we issued the provider. Warning notices related to regulation 12 Safe care and treatment and regulation 17 Good governance.

The practice received an overall rating of inadequate at our inspection on 10 July 2019 when warning notices were issued. This will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report. An announced comprehensive inspection was also inspected in February 2019 as part of our regular inspection programme.

The full comprehensive report from the February 2019 and the July 2019 inspection can be found by selecting the 'all reports' link for Leighton Road Surgery on our website at .

Our judgement of the quality of care at this service is based 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.

## **Our Key findings were as follows:**

- The practice had addressed the concerns raised and was compliant with the warning notices.
- Pathology results were managed in an effective way and we saw evidence that abnormal results were followed up appropriately.

- We saw that there was adequate oversight of patients with diabetes and those who may have a diagnosis of diabetes.
- Patient safety alerts were adequately managed and clinical records we looked at showed these were being acted on.
- Medicines that required additional monitoring were effectively managed. We saw that patients had the appropriate blood tests prior to prescribing.
- Vaccination fridges were securely locked and inaccessible to patients.
- Sharps bins were stored safely.
- There was evidence of daily cleaning of non-single use items.
- The practice had completed a patient survey and had developed a transformation plan to increase patient access and satisfaction.
- The practice had increased clinical capacity and implemented a new telephone system that could enable them to monitor telephone queue length and waiting times.
- The practice had completed a formal business continuity plan and staff succession plan.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor.

## Background to Leighton Road Surgery

Leighton Road Surgery provides a range of primary medical services, including minor surgical procedures from its location at 1 Leighton Road, Linslade, Bedfordshire, LU7 1LB and its branch surgery Grovebury Road Surgery, Unit 6, 7, 8 Ridgeway Court, Grovebury Road, Leighton Buzzard, Bedfordshire, LU7 4SF. We inspected both locations as part of this inspection however, we were informed that most of the patient care is based at the branch surgery as it is a bigger location. It is part of the NHS Central Bedfordshire Clinical Commissioning Group (CCG). The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 22,100 patients with a slightly higher than national average number of children under four years old and lower than average number of patients over 75 years. The practice population is 95% white British.

The practice is a training practice and employs registrars. A registrar is a fully qualified and registered doctor who is completing further training to become a GP. The practice also supports nursing students.

Information published by Public Health England rates the level of deprivation within the practice population group as nine on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of one GP partner (female), seven salaried GPs and regular locum GPs. The practice also employs nine female practice nurses, and a team of healthcare assistants. The team is supported by a non-clinical managing partner and a team of non-clinical, administrative staff including a patient liaison manager.

The Leighton Road site is a two-storey building where consultations take place on the ground floor. There is disabled access and a car park outside the building. The Grovebury Road site is a large two-storey building with consultation rooms on both floors with disabled access, including wheelchair lifts, throughout.

Leighton Road Surgery is open from 8am to 5.30pm on Monday to Friday. Grovebury Road Surgery is open from 8am to 6.30pm. The practice offers extended opening hours on Tuesdays from 6.30pm to 8pm and one Saturday a month from 8am to 2pm at the Grovebury Road branch.

When the practice is closed, out of hours services are accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.