

The Practice Bowling Green Street

Inspection report

29-31 Bowling Green Street
Leicester
LE1 6AS
Tel: 01162047240

Date of inspection visit: 11 December 2020
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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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Good



Overall summary

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We carried out a comprehensive inspection at The Practice Bowling Street on 11 December 2020. Due to the impact of the COVID-19 pandemic, the majority of evidence reviewed, and staff interviews were undertaken remotely in advance of the site visit on 11 December.

The practice had previously received a comprehensive inspection in July 2019 when it received an overall rating of inadequate. The safe, effective and well-led domains were rated as inadequate, the caring and responsive domain were rated as requires improvement. All population groups were rated as requires improvement. The practice was placed in special measures and a warning notice was also issued against the provider.

You can read the comprehensive inspection reports by selecting the 'all reports' link for The Practice Bowling Street on our website at www.cqc.org.uk

Following our inspection in December 2020, the practice is now rated as requires improvement overall. The practice is also rated as good for providing caring, responsive and well-led services and requires improvement for safe and effective services. Population groups were rated as requires improvement for people with long term conditions, Families children and young people, Working age people, People whose circumstances make them vulnerable, and People experiencing poor mental health (including people with dementia) and good for older people within the effective domain. All population groups were rated as good in the responsive domain.

The service is now rated as requires improvement for providing safe services because:

- The practice had made significant improvements since the previous inspection however there were still systems which needed to be embedded to ensure care delivered to patients was always safe. At this inspection we found not all patients records were coded correctly and there was not assurance when blood tests were completed in hospital or elsewhere for those patients whose medicines required monitoring.

The service is now rated as requires improvement for providing effective services because:

- During the inspection we found systems had been established to provide effective care for patients. However, when we reviewed patients care we found some systems were not yet effective in ensuring reviews and decisions were regular and consistent. The practice was aware of this and taking steps to improve.

The service is now rated as good for providing caring services because:

- Staff treated patients with kindness and respect and involved them in decisions about their care. Patients were positive regarding the quality of care they received from practice staff which was shown in the latest survey results.

The service is now rated as good for providing responsive services because:

- The practice organised services to meet patients' needs. Patients could access care and treatment in a timely way.
- In the early stages of the pandemic the practice adopted a total triage of all patients and a majority received their consultations by video or phone, with face to face appointments reserved for patients who would benefit from them. This was supported by DHU Health Care CIC, an organisation who have extensive experience in remote consultations, with additional staff and expertise. At the time of the inspection the consultations were still predominantly managed remotely following a triage completed by a clinician, however there was availability for same day appointments if required.

Overall summary

The service is now rated as good for providing well-led services because:

- Changes to the leadership in the practice had meant staff had received the support and capacity to improve the quality of care delivered to patients. Although this had coincided with the pandemic staff told us they had been supported throughout and felt the way in which care was delivered would continue to improve.
- The way the practice was led and managed promoted the delivery of high-quality person-centred care.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

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

Our inspection team

Our inspection team was led by a CQC inspector supported by a GP Specialist Advisor.

Background to The Practice Bowling Green Street

The Practice Bowling Green Street is located at 29-31 Bowling Green Street, Leicester, Leicestershire, LE1 6AS. The provider is DHU Health Care CIC which applied to carry on regulated activities at The Practice Bowling Green Street in February 2018. The practice was part of a joint venture between DHU Health Care and Leicester City Healthcare Federation, however in March 2020 DHU became the sole organisation in charge of the practice.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Leicester City Clinical Commissioning Group and provides NHS Services through an alternative provider medical services (APMS) contract to 4,500 patients located in Leicester City.

The practice utilises regular sessional GPs and nurses when required. Additional staff supporting the practice include an operations manager, compliance manager, receptionists and administration staff.

The practice is open between 8am and 6.30pm Monday to Friday. The practice has extended hours opening times on Monday evenings through to 8.30pm. When the practice is closed patients are asked to contact NHS 111 for out-of-hours care.

Patient demographics show the practice has a higher number of patients who are unemployed and in paid work or full-time education than the local and national averages. The practice has a smaller proportion of patients with long term conditions than the local and national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The National General Practice Profile states that 52.3% of the practice population has White ethnicity with 28.4% from an Asian background.