

The Light

Inspection report

Balcony Level, The Light
The Headrow
Leeds

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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 comprehensive inspection at The Light on 11 August 2022. Following this inspection, we rated the location as Good and the following for each key question:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 15 February 2019, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

This comprehensive inspection was undertaken as a result of identified risk; as indicated by CQC data analyst systems.

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 as possible. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- Conducting some staff interviews via telephone and teleconferencing.
- Practice staff completing questionnaires.
- 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
- 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.

Overall summary

We have rated this practice as Good overall

We found that:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff knew how to identify and report safeguarding concerns.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Staff had the skills, knowledge and experience to deliver effective care.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Summarise any outstanding patient records to ensure that all information is available for the delivery of safe patient care and treatment.
- Continue to look at ways of improving uptake rates for childhood immunisations and cancer screening of breast, bowel and cervical.
- Continue to review and improve patient satisfaction, particularly relating to 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 Care Quality Commission (CQC) inspector who spoke with staff via telephone and teleconferencing and also undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews, and spoke with the lead GP, without visiting the location.

Background to The Light

The Light is at Balcony Level, The Light, The Headrow, Leeds, West Yorkshire LS1 8TL. The Headrow is a modern building housing retail outlets, a cinema and restaurants and is located in Leeds city centre. The premises at The Light are leased. There is no dedicated onsite parking, however, there are multiple car parking facilities located within the city centre. Public transport services also operate on a regular basis.

The provider of The Light is registered with the Care Quality Commission (CQC) to deliver the Regulated Activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice is one of 13 CQC registered services managed and operated by One Medicare Ltd (the provider). These services include GP practices, walk-in and urgent care centres and a co-located primary care site. The provider's head office and operations centre is based in Otley, West Yorkshire.

The Light is situated within NHS Leeds Clinical Commissioning Group (CCG) who, from 1 July 2022, are now known as the NHS West Yorkshire Integrated Care Board (ICB). The practice is part of a wider network of GP practices, known as a Primary Care Network (PCN).

Information published by Public Health England rates the level of deprivation within the practice population group as being decile five. (On a scale of one to ten, decile one represents the highest levels of deprivation and decile ten the lowest.)

The provider holds an Alternative Provider Medical Services (APMS) contract to deliver services to a registered patient population of about 15,174. According to the latest available data, the ethnic make-up of the practice is 73% White, 13% Asian, 5% Black with the remaining of mixed and other ethnicities. The gender distribution of the patient population shows there are similar numbers of male and female. In comparison with England averages, there are lower numbers of older people (1% compared to 18%), lower numbers of young people (8% compared to 20%) and higher numbers of working age people (91% compared to 62%).

The clinical team consists of a GP clinical lead (female), two salaried GPs (one female and one male), an advanced care practitioner, a lead nurse, a nurse associate and two trainee healthcare assistants (all of whom are female). In addition, the practice employs a health coach (male) and a wellbeing coordinator/social prescriber (female).

The clinical team are supported by a business manager, a service coordinator, a lead receptionist and a team of patient navigators.

The provider was in the process of a recruitment campaign to address the shortfalls in staffing numbers. However, at the time of our inspection, locum staff were in place and practice staff continued to provide cover to maintain service delivery.

The practice opening hours are Monday to Friday 8am to 6.30pm, with extended access from 7am on Tuesday and Thursday. Extended access weekend appointments on Saturday and Sunday between 9am and 12pm are available at Leeds Student Medical Practice. Patients also have access to evening and weekend appointments at hubs based in Leeds, which are operated by the local confederation.

Appointments during these times are available for patients, which include face to face and telephone. Requests for home visits can be made to the practice, which will be assessed by the duty doctor. Patients also have access to online requests via the practice website.

Out of hours cover is provided by Local Care Direct. Patients are directed to contact NHS 111 when the practice is closed; should the need arise.