

The North Leeds Medical Practice

Inspection report

355 Harrogate Road
Leeds
West Yorkshire
LS17 6PZ

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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 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at The North Leeds Medical Practice on 18 July 2019 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: are services effective and are services well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: are services safe, are services caring, are services responsive.

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 and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.

- The practice was in the process of working with an outside organisation to streamline governance arrangements following the recruitment of a new practice manager.
- The practice was aware of the specific needs of the patient population and proactively took steps to meet these. They were involved in various projects within the locality to address specific health needs.
- The practice was committed to ensuring staff were clear about their roles and responsibilities.

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

- Improve the clinical triage process for infants and children.
- Improve performance for patients with diabetes, on the register, whose last measured total cholesterol (measured within the preceding 12 months) is 5 mmol/l or less and take action to reduce overall exception reporting relating to Quality and Outcomes Framework (QOF) diabetes indicators so that more patients receive the care and treatment they need.
- Improve processes to monitor and improve the uptake of staff training and appraisals.

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

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

Our inspection team

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

Background to The North Leeds Medical Practice

The North Leeds Medical Practice is located at Harrogate Road Surgery, 355 Harrogate Road, Leeds, West Yorkshire, LS17 6PZ. The surgery has good transport links and there is a pharmacy located on site. There is also a branch site, Milan Street Surgery, 2 Milan Street, Leeds, West Yorkshire, LS8 5JW. We visited both sites during our inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are delivered from both sites.

The North Leeds Medical Practice is situated within NHS Leeds Clinical Commissioning Group (CCG) and provides services to approximately 21,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The service is provided by a partnership consisting of five GP partners (two male and three female) and an ANP partner (female). At the time of our inspection the practice was in the process of updating their partnership registration details with the Care Quality Commission.

The partners were supported by five salaried GPs (two male and three female), a nurse manager, three practice nurses, two treatment room nurses, four health care assistants and one phlebotomist.

The clinical team was supported by an experienced managerial, reception and administrative team.

The National General Practice Profile states that the practice population is predominantly white, making up 58% of the registered patient list size; 29% are from an Asian background with a further 13% of the population originating from black, mixed or other non-white ethnic groups.

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

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.