

# Queens Road Surgery

## Quality Report

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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.

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an unannounced inspection of Queens Road Surgery and their branch surgery located in St Peter's Health Centre on 2 November 2015. This report does not include ratings of safe, caring, effective, responsive and well led because this inspection was carried out based on information which was shared with the Care Quality Commission in relation to the recruitment and training of staff.

There were concerns that clinical and non-clinical staff were being recruited without robust recruitment procedures being followed. For example, formal interview, proof of identity checks, references, qualifications, registration with an appropriate professional body, medical indemnity insurance and the appropriate checks through the Disclosure and Barring Service. There were also concerns that staff had not received safeguarding adults and safeguarding children training.

Our key findings were as follows:

# Summary of findings

- There was evidence that appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, references, qualifications, registration, medical indemnity insurance cover with the appropriate professional body and criminal records checks through the Disclosure and Barring Service (DBS). (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable) However, not all of this evidence was available for all employees during our inspection, evidence was provided shortly after our inspection.
- Staff told us they had been recruited following a formal interview and references were supplied before commencement of employment. Staff also

told us that a DBS check had been carried out, they had received an induction programme and were provided with training relevant to their role including mandatory training, such as basic life support and safeguarding.

- Clinical members of staff were trained to deliver care and treatment to patients without placing patients at risk of harm. We saw evidence of qualifications and training during our inspection.
- Staff had attended safeguarding adults and safeguarding children training, however the information was not available during the inspection for all members of staff. Evidence of this was provided shortly after our inspection.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

- The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse. All members of staff had received safeguarding training for both adults and children.
- All members of staff had received checks through the Disclosure and Barring Service (DBS).
- The practice ensured robust recruitment processes were in place and appropriate checks were undertaken prior to employment of new employees.
- Members of staff who carried out phlebotomy clinics were suitably trained and had received appropriate venepuncture training.

### Are services effective?

- All members of staff delivering care and treatment to patients were covered by medical indemnity insurance.
- The practice ensured staff were suitably qualified for their role and received update training relevant to their role.
- The practice ensured clinical staff received on-going support during clinics and regular clinical supervision sessions.

# Queens Road Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector and a Practice Manager Specialist Advisor for the inspection carried out at Queens Road Surgery. A second CQC Inspector, a Practice Manager Specialist Advisor and a Practice Nurse Specialist Advisor attended the branch surgery located at St Peter's Health Centre.

## Background to Queens Road Surgery

Queens Road Surgery and their branch surgery located at St Peter's Health Centre provide Primary Medical Services for approximately 5,828 patients in Leicester City. The practice has a Primary Medical Services Contract (PMS). A PMS contract is a local contract agreed between NHS England and the practice, together with its funding arrangements.

We inspected the following location and their branch surgery where regulated activities are provided:-

- Queens Road Surgery, 282 Queens Road, Leicester, LE2 3FU
- Dr Mansingh & Partner, St Peter's Health Centre, Sparkenhoe St, Leicester. LE2 0TA.(Branch surgery).

The practice is located within the area covered by Leicester City Clinical Commissioning Group (CCG). The CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GP's and experienced health professionals to take on commissioning responsibilities for local health services. Leicester City is one of the most diverse and disadvantaged urban areas in

the country. Leicester has a young population. About 60% of people living in Leicester are under the age of 40 and there are fewer people aged 65 and over compared to the national average. Approximately 50% of patients are from ethnic minorities, with nearly a third of the population

being South Asian. The city has the largest Indian population of any local authority area in England, while it also has thriving communities of people originating from Somali, middle eastern, African and eastern European backgrounds. Leicester City has some of the most deprived areas and patients have some of the worst health of anywhere in the country. Leicester has the 20th most deprived population in England and about half of patients are considered to be highly disadvantaged.

## Why we carried out this inspection

We carried out these inspections because we had received information of concern in relation to the recruitment and training of staff.

There were concerns that staff were being recruited without robust recruitment procedures being followed. For example, proof of identity, references, qualifications, registration with appropriate professional body, medical indemnity insurance and the appropriate checks through the Disclosure and Barring Service (DBS). There were also concerns that staff had not received safeguarding adults and safeguarding children training.

## How we carried out this inspection

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

# Detailed findings

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Before our inspection we spoke with Leicester City Clinical Commissioning Group regarding the information we had received.

We carried out an unannounced inspection of both Queens Road Surgery and Dr Mansingh & Partner located at St Peter's Health Centre on 10 November 2015.

During our inspection we spoke with a finance manager, two assistant practice managers, two health care assistants/phlebotomists and one member of the administration team.

We did not speak with patients during our inspection.

We reviewed a range of information which included policies and procedures the service used to govern their activities. We specifically looked at the recruitment policy. We reviewed staff personnel records including appraisal and training records, these records included locum nurse and locum phlebotomist records. (a phlebotomist is a nurse or other health worker trained in drawing venous blood samples for testing). We also reviewed recruitment procedures, medical indemnity insurance records, staff qualifications and training evidence and evidence of registration with appropriate professional bodies. We also reviewed the type of clinics available for patients at both locations.

# Are services safe?

## Our findings

- Arrangements were in place to safeguard children and vulnerable adults from abuse that reflected relevant legislation and local requirements and policies were accessible to all staff. Staff demonstrated they understood their responsibilities and all had received training relevant to their role. For example, practice nurses were trained to Safeguarding level 2. GPs were trained to Safeguarding level 3.
- We reviewed five personnel files for employees who worked at both Queens Road Surgery and also a branch surgery located at St Peter's Health Centre, and found

appropriate recruitment checks had been undertaken before employment. For example, proof of identification such as driving licence checks, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service. We also found evidence of contracts of employment, job descriptions and appraisals.

- Staff who provided a phlebotomy service for patients were appropriately trained. (a phlebotomist is a nurse or other health worker trained in drawing venous blood samples for testing). We saw evidence of venepuncture training and certificates during our inspection.

# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective staffing

Staff had the skills, knowledge and experience to deliver effective care and treatment.

- The practice could demonstrate how they ensured role-specific training and updating for relevant staff for example, for those reviewing patients with long-term conditions and staff administering vaccinations. We saw evidence of training records and certificates for staff for various relevant professional qualifications and training including diabetes, chronic obstructive pulmonary disease (COPD), ear care, chaperone, vaccinations and immunisations and venepuncture training.
- Staff who administered vaccinations could demonstrate how they stayed up to date with training for example carrying out annual update training for vaccinations and immunisations. We saw evidence of training certificates during our inspection.
- The learning needs of staff were identified through a system of appraisals. Staff had access to appropriate training to meet their learning needs and to cover the scope of their work. This included ongoing support during sessions, appraisals and clinical supervision.
- One member of staff told us they received regular clinical supervision sessions, observations of their clinical practice and regular performance reviews by a GP which they found effective.
- Staff received access to training that included but was not limited to: safeguarding, fire procedures, basic life support, Mental Capacity Act and information governance awareness. Staff had access to and made use of e-learning training modules and in-house training. During our inspection, there was no evidence of safeguarding training for one locum nurse and one locum phlebotomist. This evidence was provided to us shortly after our inspection.
- All members of staff providing care and treatment to patients were covered by appropriate medical indemnity insurance. We saw evidence of medical indemnity insurance during our inspection however there was no evidence of medical indemnity insurance held on personnel records for one locum nurse and one locum phlebotomist. This evidence was provided to us shortly after our inspection.