

The North Leeds Medical Practice

Inspection 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.

Ratings

Overall rating for this location

Good 

Are services safe?	Good 
Are services effective?	Requires Improvement 
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 North Leeds Medical Practice on 19 May 2023 and 24 May 2023. Following this inspection, we rated the location as Good overall.

Safe - Good

Effective - Requires Improvement

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 24 August 2021, the practice was rated as Requires Improvement overall and for the key questions of Safe, Effective and Well-led. The practice was rated Good for the key questions of Caring and Responsive.

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

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from the previous inspection and to confirm that the practice had carried out their plans to meet the legal requirements in relation to these breaches.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- 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.
- Requesting evidence from the provider.
- A shorter site visit.
- Reviewing staff questionnaires.

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 we spoke with knew how to identify and report safeguarding concerns.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.

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

- Implement a system to document all checks carried out at the recruitment stage.
- Improve stock checking procedures to ensure that all equipment is in date.
- Take action to arrange an inspection of the electrical installation at the branch site.
- Implement a system to ensure that blank prescription stationery is stored and used securely.
- Continue to make improvements to increase the uptake of childhood immunisation and cervical screening.
- Implement a process to obtain patient feedback.

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) lead inspector who spoke with staff using video conferencing facilities. An onsite inspection was undertaken by a CQC lead inspector and a second inspector. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

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 practice has a branch surgery at Milan Street Surgery, 2 Milan Street, Leeds, West Yorkshire LS8 5JW. The main site is a purpose-built health centre with an adjoining pharmacy. The premises have disabled access and upper floors can be accessed either by the stairs or lift. This site is located in an area of low deprivation with a predominantly white British population.

The branch site was originally a residential house, which was converted to GP premises. There is disabled access via a ramp. Access to the upper floor is by stairs. Patients with limited mobility are offered a room downstairs. There is no onsite parking. This site is located in an area of high deprivation with a predominantly multi-cultural and ethnic population. The distance between the two locations is approximately 2.7 miles by car. Both of these locations were visited as part of the inspection.

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of 20,804. This is part of a contract held with NHS England.

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

The practice is part of a wider network of GP practices, known as a Primary Care Network (PCN). Due to the locations of the two practice sites, they are situated in two different PCNs which supports delivery of services relevant to those patient populations.

Information published by Public Health England shows that deprivation within the practice population group is in decile three (on a scale of one to 10). The lower the decile the more deprived the practice population is.

According to the latest available data, the ethnic make-up of the practice area is 58% white, 29% Asian, 7% Black, 6% mixed and other.

The practice team consists of 4 GP partners and 1 ANP partner. There are 9 salaried GPs. Locum GPs are used as needed. Other clinical staff consist of a paramedic, a pharmacist, 5 practice nurses, 5 healthcare assistants, and a phlebotomist.

The clinical team are supported by a team of non-clinical staff which include an operations and premises officer, an office manager, a finance manager, a human resources (HR) officer, a referrals manager, a patient liaison officer, a prescription clerk, and 24 administrative/reception staff. There has not been a practice manager in post since March 2023. The practice had been successful in recruiting a practice manager who was due to commence in June 2023.

The practice opening times for both sites are Monday to Friday 8am to 6.00pm. Appointment times are varied as flexibility is given to clinicians for their clinics. Extended access is provided locally by PCN hubs, where evening and weekend appointments are available.

Patients can book appointments at the practice, via telephone, or online, and these can be booked on the day or in advance. The practice offers a range of appointment types including face to face, telephone, video and online. Out of hours services are provided by Local Care Direct.