

# Ibstock House Surgery

## Quality Report

Ibstock House  
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Ibstock  
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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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## Letter from the Chief Inspector of General Practice

We carried out an announced focused inspection at Ibstock House Surgery on 23 July 2019. This was in response to concerns which had arisen as a result of a serious incident, relating to high risk medicine monitoring and prescribing.

The areas focused on, as part of the inspection, related to the key questions: safe and well led.

We did not rate the practice at this inspection and therefore the rating from the last inspection in June 2017 remains as **good**.

The purpose of the inspection was to ensure the systems and processes the practice had put in place as a result of the incident were effective and kept patients safe.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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

# Key findings

- information from the provider, patients, the public and other organisations.

We found:

- The practice had implemented systems and processes to ensure safe care and treatment is delivered to patients.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

- Governance arrangements were clearly outlined and audit processes were in place to monitor quality and performance.

**Details of our findings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

# Ibstock House Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

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

## Background to Ibstock House Surgery

Ibstock House Surgery is a GP practice which provides primary care services to approximately 10660 under a General Medical Services GMS contract. The practice is situated in Ibstock in purpose built premises and has a branch surgery in Barlestone. Both buildings are fully accessible to patients with wheelchairs and those with limited mobility.

Services are provided from Ibstock House, 132 High Street, Ibstock, Leicestershire, LE67 6JP and Barlestone Surgery, Westfields, Barlestone, CV13 0EN. We did not inspect the branch surgery in Barlestone as part of this inspection.

The practice consists of six GP partners and one salaried GP.

The practice also employs two emergency care practitioners, two practice pharmacists and four dispensers. The nursing team consists of a lead nurse prescriber and three practice nurses with four health care assistants (HCA).

The practice has an operations manager, a business & finance manager and a team of clerical and administrative

staff to support the day to day running of the practice. This practice provides training for doctors who wish to become GPs and at the time of the inspection had one full time doctor undertaking training at the practice.

The branch at Barlestone has a dispensary that dispenses to approximately 2500 patients.

When the practice is closed patients are able to use the NHS 111 out of hours service.

The practice has a higher than average number of patients aged 40 to 54 years of age and lower than average number of patients over 20 to 39 years of age. The practice has lower than average deprivation and sits in the third least deprived centile.

The practice is registered to provide the following regulated activities; surgical procedures; family

planning, diagnostic and screening procedures and treatment of disease, disorder or injury.

The practice lies within the NHS West Leicestershire Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

Ibstock House is open between 7am and 6.30pm Monday to Friday. Appointments are from 7.20am to 5.50pm Monday to Friday. Barlestone is open 8.30am to 4.30pm other than Thursday when it closes at 12.30pm. Both of the surgeries close for one hour at lunch 12.30pm to 1.30pm. Patients can attend either sites.

## Detailed findings

### Why we carried out this inspection

This was in response to concerns which had arisen as a result of a serious incident, relating to high risk medicine monitoring and prescribing.

### How we carried out this inspection

This was a focussed announced inspection.