

Limbrick Wood Surgery

Inspection report

Tile Hill Primary Care Centre
Jardine Crescent
Coventry
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www.limbrickwoodsurgery.co.uk

Date of inspection visit: 1 December 2023
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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 responsive to people's needs?

Good 

Overall summary

We carried out an announced assessment of Limbrick Wood Surgery on Friday 1 December 2023.

This was a targeted review of responsive services. The practice was previously inspected in December 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this review.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents.

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.
- A virtual meeting with the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment,
- 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 for responsive services.

We found that:

- Patients could access care and treatment in a timely way.
- The practice had a new phone system and was monitoring capacity and demand.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.

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 Healthcare

Our inspection team

The inspection was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to Limbrick Wood Surgery

Limbrick Wood Surgery is located in the Tile Hill area of Coventry. The practice is situated in a large purpose built health centre along with other GPs and healthcare providers. The practice provided services approximately 2,930 patients at the time of our inspection. The National General Practice Profile indicates that 92% of the practice population are from a white background, with the remaining 8% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as fifth, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest levels of deprivation.

The provider is registered with CQC to deliver the following Regulated Activities: Surgical procedures; treatment of disease, disorder or injury; diagnostic and screening procedures; maternity and midwifery services; family planning. The practice's staff consists of two GPs (one female and one male); a practice manager; a practice nurse; a practice administrator; a senior receptionist; and 5 reception/administrative staff.

The practice's reception opening times and appointment times are:

- From 8.30am to 12.30pm and 2pm to 6.30pm on Mondays, Tuesdays and Thursdays.
- From 8.30am to 12.30pm and 2.30pm to 6.30pm on Wednesdays and Fridays.

The practice has formed an alliance with a number of practices locally to provide an extended hours service. Appointments are available at nearby locations from 6.30pm to 9.30pm on weekdays, from 9am to 12pm on Saturdays, and from 10am to 1pm on Sundays.

The practice's website can be viewed at: www.limbrickwoodsurgery.co.uk.