

# South Wigston Health Centre

## Inspection report

80 Blaby Road  
Wigston  
LE18 4SE  
Tel: 01162782028

Date of inspection visit: 15 and 23 November 2022  
Date of publication: 13/01/2023

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

Inadequate



Are services safe?

Inadequate



Are services effective?

Inadequate



Are services caring?

Requires Improvement



Are services responsive to people's needs?

Inadequate



Are services well-led?

Inadequate



# Overall summary

We carried out an announced inspection at South Wigston Health Centre on 15 and 23 November 2022. Overall, the practice is rated as Inadequate.

At our previous inspection on June 2017, the practice was rated Good overall for the 5 key questions of safe, effective, caring, responsive and well-led.

The full reports for previous inspections can be found by selecting the 'all reports' link for South Wigston Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

This inspection in November 2022 was a comprehensive inspection including a site visit to follow up on concerns raised with the Care Quality Commission (CQC). We found that the practice was not correctly registered with the CQC in that previous partners had left, but remained registered as the provider of the service. An application to remove the old partners and add new partners as part of the same provider was in progress at the time of the inspection. We decided to undertake the inspection due to the potential risk to patients arising from the concerns we had received.

The key questions of safe, effective, responsive and well-led and the overall rating are now rated as inadequate. Caring is now rated as requires improvement.

## **How we carried out the inspection**

Throughout the pandemic the CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

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 remote 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 to be submitted electronically
- A short site visit

## **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.

## **We have rated this practice as Inadequate overall**

# Overall summary

We found that:

- The practice did not ensure care and treatment was provided in a safe way to patients.
- The practice had not established effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- The service was not provided in a way to care and respond to patient's needs.

Our findings were shared with the Leicester, Leicestershire and Rutland Integrated Care Board (LLRICB) which contracts primary care services from GP practice providers. CQC registration is a requirement of all NHS-led GP contract holders.

Following our inspection, we received assurance that the new partners had developed a comprehensive action in conjunction with LLRICB to deliver sustainable improvements.

**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 CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit on 15 November 2022 with a second CQC inspector and a nurse specialist advisor. The inspection team also included a GP specialist advisor who spoke with staff using video conferencing facilities, and completed clinical searches and records reviews on 23 November 2022 without visiting the location.

## Background to South Wigston Health Centre

South Wigston Health Centre is located in South Wigston, Leicestershire at:

80 Blaby Road

South Wigston

Wigston

Leicestershire

LE18 4SE

The provider was not correctly registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, and the treatment of disease, disorder or injury and surgical procedures at the time of our inspection.

The practice offers services from one location situated within a health centre owned by a local Trust. The practice occupies the majority of the ground floor and does not deliver any services on the first floor of the building.

South Wigston Health Centre is situated within the NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) and delivers General Medical Services (GMS) to a patient population of approximately 7,468. This is part of a contract held with NHS England. An Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.

The practice is part of the Oadby & Wigston Primary Care Network (PCN) which is a network of five local GP practices working collaboratively to deliver improved levels of care for patients, by connecting the primary healthcare team across the area with community and other service providers in their area.

At the time of inspection, the practice was registered with the CQC in the names of two former GP partners who had left the practice in June 2022, and applications for the new partners had not been finalised; this meant the service was incorrectly registered. There was no registered manager in place at the time of our inspection.

The practice employs five salaried GPs and an advanced nurse practitioner, and also uses long-term locum GPs. The nursing team consists of two practice nurses, and a healthcare assistant. The practice employ a phlebotomist and a small team of reception and administrative staff. There was not a substantive practice manager in post at the time of the inspection although one was due to start in January 2023 and in the interim period, a part time-experienced practice manager had recently been appointed on a consultancy basis. There were several vacancies at the time of our inspection. A vacant practice-employed pharmacist post was appointed to just after our inspection visit.

The practice has access to staff working across their Primary Care Network (PCN) including a social prescriber, a nurse associate, and a mental health practitioner. The PCN was also trying to recruit a pharmacist.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the estimated ethnic make-up of the practice area is 91.4% white, 5.1% Asian and 3.5% other ethnicities.

The practice is open from 8am until 6.30pm Monday to Friday, with later opening on a Thursday evening until 8pm as part of the PCN's extended access scheme. When the practice is closed, out of hours cover for emergencies is provided via the 111 service.