

# The Surgery@Aylestone

## Inspection report

672 Aylestone Road  
Leicester  
Leicestershire  
LE2 8PR  
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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at The Surgery@Aylestone on 31 October 2019 as part of our inspection programme.

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 good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice had identified 3% of the practice list were carers. They were supported and offered health checks combined with flu vaccinations. The practice had a separate register for young carers.
- We were told that the nurses had implemented a system which had increased uptake and success of chlamydia screening
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had designed, developed and improved significant event reporting ensuring that staff could easily report any significant events including near misses, staff accidents, whistleblowing and infection control concerns.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the identification of young carers to enable this group of patients to access the care and support they need.
- Continue to monitor any introduction of new substances located on the premises and include in the Control of Substances Hazardous to Health Regulations (COSHH) checklist to ensure patient safety.
- Improve levels of patient satisfaction, in particular, those in relation to access.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

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

## Background to The Surgery@Aylestone

The Surgery@Aylestone provides primary medical services to approximately 4,113 patients who reside in Leicester City and surrounding areas. The practice is located in a purpose built health centre which consists of five consulting rooms located on the ground floor and three consulting rooms located on the first floor.

The health centre was built in 2013 and is owned by the provider. The provider re-located from the original premises at 705 Aylestone Road, Leicester and moved into the new build health centre and began providing regulated activities from this new address in 2014. The building is segregated and also includes separate, secure residential accommodation which includes seven apartments which are privately rented. This area has its own private entrance and there is no access from these apartments into the health centre. We were informed that the practice patient list size has seen a growth of approximately 30% since it moved into these new premises. The health centre has adequate patient and staff car parking including disabled parking bays. All clinical and patient areas are accessible to patients with disabilities and those who use wheelchairs.

The practice provides services to patients who reside in four residential homes, one learning disability unit and one care home in the surrounding area.

The Surgery@Aylestone is registered with the Care Quality Commission to provide the regulated activities of; the treatment of disease, disorder and injury; diagnostic and screening procedures; maternity and midwifery services and surgical procedures. The practice has a General Medical Services (GMS) contract in place which is a contract between the GP partners and the CCG under delegated responsibilities from NHS England.

At the time of our inspection the practice employed two GP partners and one salaried GP (2 male and one female GP), one practice nurse, one health care assistant (HCA), one medical secretary and four administration/reception staff who were all supported by a practice/executive manager. The practice is a training practice and delivers training to Foundation Year 2 Doctors (FY2). An FY2 is a fully qualified doctor in the early stage of their career who undertakes a programme of structured training and clinical supervision leading to full registration with the General Medical Council (GMC).

The surgery is open from 8am until 6.30pm Monday to Friday. The practice provided extended opening hours until 7.30pm on a Tuesday.

The practice has an active patient participation group (PPG) who meet on a regular basis.

The practice has a higher than average population of patients between the ages of 25-44 years of age. 58% of the patient population have a long standing health condition which is comparable to the clinical commissioning group (CCG) average of 50% and the national average of 53%.

The practice offers on-line services for patients including ordering repeat prescriptions and booking and cancelling routine appointments.