

# The Arden Practices

## Inspection report

684 Broad Lane  
Coventry  
West Midlands  
CV5 7BB  
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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 previously carried out an announced comprehensive inspection at The Arden Practices on 7 October 2015. Following this inspection, we rated the practice as good overall and good for all population groups.

We carried out an announced comprehensive inspection at The Arden Practices on 5 March 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.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- There were comprehensive policies and procedures to support best practice, and these were regularly reviewed and updated.
- There was an open and transparent approach to safety and a system in place for recording, reporting and

learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse, and for identifying and mitigating risks to health and safety.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- Patients received effective care and treatment that met their needs.
- The practice had identified some areas for improvement in National GP Patient Survey results and was working to address these.
- 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:**

- Continue to review and take action in relation to patient satisfaction results concerning access to appointments.

**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 adviser.

## Background to The Arden Practices

The Arden Practices (also known as Broad Lane Surgery) is located in the west of Coventry between the residential areas of Eastern Green and Tile Hill. The practice serves patients living in the Tile Hill and Eastern Green areas.

The practice is located within the Coventry local authority, and is one of 69 practices serving the NHS Coventry and Rugby Clinical Commissioning Group (CCG) area.

The practice was originally formed as a single-handed GP practice in 2010. In 2013 Virgin Care Service Limited began managing the practice on a caretaker basis, then as the contract provider. In 2015 Virgin Care Service Limited was awarded an Alternative Provider Medical Services (APMS) contract to deliver the service to the local community for an initial period of five years. Virgin Care Service Limited provides a range of health and social care services across England.

The practice provided services for 3,933 patients at the time of our inspection.

The National General Practice Profile indicates that 85% of the practice population are from a white background, with the remaining 15% 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 seventh, on a scale of one to ten. Level one represents the highest levels of deprivation (and therefore most deprived areas) and level ten the lowest (least deprived). The practice covers an area which includes a large elderly population and some areas of high unemployment.

There are good public transport links and a car park available on-site.

The provider is registered with CQC to deliver the following Regulated Activities: treatment of disease, disorder or injury; family planning.

The practice is currently managed by an Interim Primary Care Manager and a Clinical Service Lead who is an Advanced Nurse Practitioner (ANP). The Interim Primary Care Manager is currently carrying out the functions of the dedicated Service Manager post, which was vacant at the time of our inspection. An appointment had recently been made to this post, and the successful applicant was due to commence in the next few weeks.

Other staff at the practice consisted of three GPs, a further ANP, two practice nurses, one health care assistant, and four administrative and reception staff.

The practice's opening times and appointment times are from 8am to 6.30pm on weekdays, except for on Wednesdays where the practice is open from 8am to 8.30pm (with extended hours appointments available from 6.30pm to 8.30pm).

Home visits are available for patients who are housebound or too ill to attend the practice. This is at the discretion of practice staff.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Care UK via NHS 111.

The practice website can be viewed at:  
[www.broadlanesurgery.nhs.uk](http://www.broadlanesurgery.nhs.uk).