

# The Practice Harehills Corner

## Inspection report

209 Roundhay Road

Leeds

West Yorkshire

LS8 4HQ

Tel:

[www.thepracticeharehillscorner.nhs.uk](http://www.thepracticeharehillscorner.nhs.uk)

Date of inspection visit: 25 April 2019

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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



# Overall summary

## Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Practice Harehills Corner on 17 October 2018. The overall rating for the practice was good, with a rating of requires improvement for providing safe services. The full comprehensive report on the October 2018 inspection can be found by selecting the 'all reports' link for The Practice Harehills Corner on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection, carried out on 25 April 2019 to confirm that the practice had carried out their plan to make improvements in relation to the issues identified in our previous inspection on 17 October 2018. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good, and is rated good for providing safe services.

Our key findings were as follows:

- Processes for the authorisation and updating of Patient Group Directions had been reviewed and improved.
- Systems to ensure appropriate storage of clinical waste had been implemented.
- Recording and monitoring processes for vaccine usage and stock control within the practice had been improved.
- Window blind cords had been appropriately secured to reduce the risk of strangulation.
- Fire evacuation signage had been improved.

In addition:

- The practice had reviewed and improved their processes for encouraging uptake of breast and bowel screening amongst their population. Screening champions had been appointed from within the staff group, and support was given to help patients understand the significance of screening, and how to navigate the systems.
- Systems for identifying and supporting patients undertaking a caring role for friends or family members had been improved. All staff had recently accessed carer awareness training, and the number of registered carers had risen from below 1%, to 2% of the practice population.
- The practice continued to monitor patient feedback in relation to accessing and attending appointments. A company wide survey, involving all practices within The Practice PLC group, was planned for July 2019.

At our previous inspection on 17 and 18 October 2018, we rated the practice as requires improvement for providing safe services as there were gaps in relation to vaccine stock control and authorisation, and storage arrangements for clinical waste and clinical samples. At this inspection we found that all identified areas had been addressed and systems improved. Consequently, the practice is now rated as good for providing safe services.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

**Chief Inspector of Primary Medical Services and Integrated Care**

## Population group ratings

## Our inspection team

This inspection was carried out by a CQC inspector.

## Background to The Practice Harehills Corner

The Practice Harehills Corner is located at 209 Roundhay Road, Leeds, West Yorkshire LS8 4HQ. The practice is part of the Practice PLC Group, Chilvers & McCrea Limited, which operates 19 GP practices throughout the country.

The practice benefits from corporate support services provided by the parent organisation which include facilities management support, IT support, clinical and information governance, human resources and legal support and expertise, whilst day to day operational and clinical issues are dealt with by the practice manager and lead GP at the practice.

The website address for the practice is:

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury

There are currently 4,165 patients registered at the practice. The practice provides Personal Medical Services (PMS) under a locally agreed contract with NHS England.

The Public Health National General Practice Profile shows that approximately 71% of the practice population is of black or other non-white ethnicity. The level of deprivation within the practice population is rated as one, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest. People living in more deprived areas tend to place higher demand on health services. Unemployment is higher amongst the practice population, at 14%, compared with 5% locally and 4% nationally.

The age/sex distribution shows a higher than average number of people aged 0 to 14 years, at 24%, compared to the local and national averages of 18%. There is a lower proportion of patients aged 65 and older, at 11%, compared to 24% locally and 27% nationally.

The clinical team is made up of three salaried GPs two male and one female, one practice nurse and one healthcare assistant, both of whom are female. At the time of our visit there was a vacancy for an Advanced Nurse Practitioner at the practice. Pharmacy support is provided by a CCG pharmacist.

The clinical team is support by a practice manager and a range of administrative, reception and secretarial staff.

Practice opening times are:

- Monday 8am to 8pm
- Tuesday 8am to 6.30pm
- Wednesday 8am to 6.30pm
- Thursday 8am to 6.30pm
- Friday 7.30am to 6.30pm

The practice is housed in a converted domestic property, and is located approximately two miles to the north east of Leeds City Centre. All patient areas are located on the ground floor of the practice. Parking is available nearby as on-street parking, and the practice is accessible by public transport.

Out of hours care is provided by Local Care Direct which is accessed by calling the surgery telephone number, or by calling the NHS 111 service.

When we returned to the practice for this inspection, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.