

Groby Surgery

Inspection report

26 Rookery Lane
Groby
Leicester
Leicestershire
LE6 0GL
Tel: <xxxx xxxxx xxxxxx>
www.thegrobysurgery.nhs.uk

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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

Groby Surgery (the provider) had been inspected previously on the following dates:

- 9 May 2017 under the comprehensive inspection programme. The practice was rated Inadequate overall and placed in special measures for a period of six months. Breaches of legal requirements were found in relation to safe care and treatment, safeguarding service users from abuse and improper treatment and governance arrangements within the practice. Warning notices were issued which required them to achieve compliance with the regulations set out in the warning notices by 15 September 2017.
- 14 November 2017- A focused inspection was undertaken to check they met the legal requirements
14 November 2017- A focused inspection was undertaken to check they met the legal requirements. As the practice had not made all the improvements to achieve compliance with the regulations requirement notices were issued for safe care and treatment and governance arrangements and an action plan was sent in which the practice identified what required improvements would be put in place to ensure compliance of the regulations.
- 11 January 2018 – This inspection was undertaken following a six month period of special measures and was an announced comprehensive inspection on 11 January 2018. Significant improvements had been made since the inspection in May 2017. Patients' health were monitored in a timely manner to ensure medicines were being used safely and followed up on appropriately. A leadership structure was in place but we were still not assured that the GP partners had the necessary experience to lead effectively. They were unable to fully demonstrate overall clinical oversight and capability to deliver high quality care. The practice were taken out of special measures. This recognised the significant improvements made to the quality of care provided by this service.

Reports from our previous inspections can be found by selecting the 'all reports' link for Groby Surgery on our website at .

We carried out an announced comprehensive inspection at Groby Surgery on 23 January 2019 as part of our inspection programme. This comprehensive inspection took place one

year after the practice came out of special measures to ensure that the practice had continued to provide high quality care and had fully embedded the governance arrangements seen at the last inspection

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.

At this inspection we found:

- Groby Surgery had demonstrated that they had been responsive to the findings of the previous reports and were able to evidence that improvements had been made. We saw that clinical leadership had been improved and GP partners and practice staff we spoke with had been fully engaged in the changes that had been made. We spoke with external partners, for example, West Leicester Clinical Commissioning Group who told us the practice had been fully engaged and support was provided where appropriate.
- We found effective systems in place for reporting and recording significant events and complaints.
- The practice had reliable systems for appropriate and safe handling of medicines.
- Patients' health was now monitored in a timely manner to ensure medicines were being used safely and followed up on appropriately.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice had made improvements to their governance arrangements and had taken some of the appropriate steps required to ensure patients remained safe.
- There was a now focus on continuous learning and improvement at all levels of the organisation.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Overall summary

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

- Review the emergency medicines and equipment, in particular, antibiotic cover for patients who are allergic to penicillin and the oxygen to ensure the practice has sufficient on site in the case of emergencies.
- Improve the identification of young carers to enable this group of patients to access the care and support they need.
- Put in place nurse protocols to ensure staff to provide guidance to staff.

- Ensure staff files, including locums, contain all the relevant information and follow the practice policy.
- Continue to monitor training to ensure that all staff keep up to date.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Groby Surgery

Groby Surgery is situated in a village to the north west of the city of **Leicester**. It has approximately 3,498 patients and the practice's services are commissioned by West Leicestershire Clinical Commissioning Group (CCG). They are also a part of the Hinckley and Bosworth Medical Alliance Federation. 13 GP practices work together to deliver healthcare for local communities.

The level of deprivation is 6% compared to a CCG average of 14% and national average of 24%. The practice has 34% of patients registered at the practice aged 0yrs to 18, 35.2% aged 18 years to 64 year old, 20 % aged 65 and over, 8.3% aged 75 and over and 1.8% aged over 85 years of age. Of these 91% are white British.

The practice has a General Medical Services Contract (GMS). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

At the Groby Surgery the service is provided by two GP partners (one male and one female), one salaried GP (male), one compliance manager, one assistant practice manager, one nurse and five administration and reception staff.

The practice has one location registered with the Care Quality Commission (CQC) which is

Groby Surgery, 26 Rookery Lane, Groby, Leicester. LE6 0GL

The practice is open between 8.30am to 12.30 and 2pm to 5.30 pm Monday to Friday. Appointments are available from 8:30am until 12:30 and 2pm to 5.30pm Monday to Friday. The practice is closed between 12.30 – 2.00pm. Between the hours of 8am to 8.30am, 12.30-2pm and 5.30 to 6.30pm the answer phone message directs patients to an OOH provider who had been commissioned by the practice to triage calls and contact the GP partners via a mobile where there are emergencies which cannot wait until the practice opens.

Appointments can be booked up to four weeks in advance. The practice does not have extended hours.

The practice has opted out of the requirement to provide GP consultations when the surgery is closed. The out-of-hours service is provided by Derbyshire Health United. There are arrangements in place for services to be provided when the practice is closed and these are displayed on their practice website.