

Saffron Health

Inspection report

509 Saffron Lane
Leicester
Leicestershire
LE2 6UL
Tel: 0116 244 0888
www.saffronhealth.co.uk

Date of inspection visit: 20 Mar 2019
Date of publication: 12/04/2019

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.

Overall summary

We had previously carried out an announced comprehensive inspection at Saffron Health on 23 and 25 October and 6 November 2018. The overall rating for the practice was requires improvement. The full comprehensive report on that inspection can be found by selecting the 'all reports' link for Saffron Health on our website at .

At that inspection we identified breaches of Regulation 12 (Safe care and treatment) of the Health and Social Care Act, and issued the practice with a Warning Notice. This inspection was an announced focused inspection, carried out on 20 March 2019, to confirm that the practice now met the legal requirements in relation to the breaches in regulations. This report covers our findings in relation to those requirements only.

Our key findings from the areas we inspected for this focussed inspection on 20 March 2019 were as follows:

- Since the inspection in October and November 2018 the practice had taken significant steps ensure patients health was monitored in a timely manner to ensure medicines were being used safely and followed up on appropriately.
- The monitoring systems in place to ensure patients in receipt of high risk medicines were effective and kept patients safe from harm.
- There was an effective system to review the medicines on repeat prescriptions to patients.
- There was an effective system to ensure that patients safety alerts received from the Medicines & Healthcare products Regulatory Agency and other sources were dealt with in manner that protected patients.
- The practice had an effective process to safeguard patients at risk of abuse.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team consisted of a CQC lead inspector, a GP specialist advisor and a pharmacist specialist advisor.

Background to Saffron Health

Saffron Health provide Primary Medical Services for 17,800 registered patients in Leicester City. Services are provided from two sites located at 509 Saffron Lane, Leicester, LE2 6UL and 612 Saffron Lane, Leicester, LE2 6TD. We visited 509 Saffron Lane during this inspection.

The practice had nine partners and four salaried GPs, six nurses, one mental health practitioner, three paramedics, one pharmacist and three healthcare assistants. They were supported by team of receptionists, managers and administration staff.

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

The practice is located within the area covered by Leicester City Clinical Commissioning Group (CCG). The

CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice website provides information about the healthcare services provided by the practice.

Both sites of the practice are open between 8am and 6.30pm Monday to Friday however 509 Saffron Lane opened at 7.30am on Mondays, Tuesdays, Thursdays and Fridays and closed at 7.30pm on Mondays to Thursdays.

The 612 Saffron Lane site opened at 7.30am on Mondays and Thursdays.

Pre-bookable GP extended hours appointments were available at the extended hours hubs in the City of Leicester.

When the practice is closed out-of-hours GP care is provided by DHU Healthcare C.I.C, contactable through NHS 111.