

The Medical Centre

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of The Medical Centre at both locations of York Road and Rookwood Avenue on the 12 and 13 July 2016. The overall rating for the practice was good. However, a breach of legal requirements was found, resulting in a rating of requires improvement for the safe domain. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Medical Centre on our website at www.cqc.org.uk.

After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

- Regulation 12 HSCA (Regulated Activities) Regulations 2014 Safe care and treatment.

We undertook this focused inspection on 9 March 2017 to check that they had followed their plan and to confirm that the practice now met the legal requirements. This report only covers our findings in relation to those legal requirements.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- All staff were aware of the systems in place to effectively manage the safe storage of vaccines and the cold chain procedures.
- Patient Specific Directions (PSDs) were in place and used by the health care assistants as appropriate. (PSDs are written instructions for medicines to be administered to a named patient after the prescriber has assessed the patient on an individual basis.)
- The practice could demonstrate what actions they took in respect of national and regional safety alerts.
- The practice had notified the Care Quality Commission of changes in their registration, for example additional GP partners.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is now rated as good for providing safe services.

The practice had addressed the issues identified during the previous inspection:

- All staff were aware of the systems in place to effectively manage the safe storage of vaccines and the cold chain procedures.
- Patient Specific Directions (PSDs) were in place and used by the health care assistants as appropriate.
- The practice could demonstrate what actions they took in respect of national and regional safety alerts.

Good



The Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector and a second CQC inspector carried out this focused inspection.

Background to The Medical Centre

The Medical Centre, 846 York Road, Leeds LS14 6DX is a member of the Leeds South and East Clinical Commissioning Group (CCG). General Medical Services (GMS) are provided under a contract with NHS England. They also offer a range of enhanced services, which include:

- improving online access for patients
- delivering childhood, influenza and pneumococcal vaccinations
- facilitating timely diagnosis and support for people with dementia
- identification of patients who are at a high risk of an avoidable unplanned hospital admission

The practice is located in a two storey detached dwelling, which had been converted from a house to a medical centre. Patient consulting rooms are on two floors and access is by a stairway. Patients who have difficulty in climbing stairs are seen in a downstairs consulting room. There are limited car parking facilities on site but there is nearby street parking. There is ramp access for wheelchair users. The Medical Centre also has another site at 143 Rookwood Avenue, Leeds LS9 0NL, which is approximately two miles away.

The practice currently has 8,899 patients split evenly over both locations. The Rookwood Avenue site patient population has a higher level of deprivation than those who access the York Road location. The patient population is made up of predominantly British, although a number of patients are from other ethnic origins, such as Asia, Africa and Eastern Europe.

There are six GP partners (three male, three female), four practice nurses, a health care assistant and a phlebotomist. The clinicians are supported by a practice manager, an assistant practice manager and an experienced team of administration and reception staff.

The Medical Centre, 846 York Road, Leeds LS14 6DX is open Monday to Friday 8.15am to 6pm, with the exception of Wednesday when it closes at 12 midday. GP appointments are as follows:

Monday, Tuesday, Thursday and Friday 8.30am to 10.40am, 1pm to 2pm and 3.30pm to 5.40pm

Wednesday 8.30am to 10.40am.

When the practice is closed out-of-hours services are provided by Local Care Direct, which can be accessed via the surgery telephone number or by calling the NHS 111 service.

The practice has good working relationships with local health, social and third sector services to support provision of care for its patients. (The third sector includes a very diverse range of organisations including voluntary, community, tenants' and residents' groups.)

The Medical Centre is a teaching and training practice. They are accredited to train qualified doctors to become GPs (registrars) and to support undergraduate medical students with clinical practice and theory teaching sessions.

Detailed findings

Why we carried out this inspection

We carried out an announced focused inspection of The Medical Centre under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was carried out to check that improvements had been made following our comprehensive inspection on 12 and 13 July 2016. We inspected the practice against one of the five key questions we ask about services: is this service safe? This was because the service was not meeting a legal requirement at the previous inspection.

How we carried out this inspection

We carried out a focused inspection of The Medical Centre on 9 March 2017. At the practice, we spoke with the lead GP, the practice manager, assistant practice manager and a practice nurse. We also reviewed the information and evidence the practice provided us with, to confirm that they were now meeting legal requirements.

Are services safe?

Our findings

When we inspected the practice in July 2016, we had rated the practice as requires improvement for providing safe services, as the arrangements for the management of the vaccine fridge and cold chain process were not adequate. The focused inspection on 9 March 2017 was conducted in order to review the safety issues which had been identified. During this inspection we found that the practice had addressed all of the concerns previously raised. The practice is now rated as good for providing safe services.

Overview of systems and processes

- There were systems in place to effectively manage the safe storage of vaccines and the cold chain process. The practice had installed secondary gauges in all the vaccine fridges across both sites, to provide constant monitoring of the temperature. These gauges provided 24 hour monitoring of the temperatures and were accessible and stored on the practice computer. We saw records which supported temperatures being maintained with the normal range of 2° to 8°C. These were checked and recorded twice a day by nursing staff. Any abnormalities had been recorded and checked against the secondary gauge. These abnormalities were only noted when restocking of the vaccines occurred. We were assured the cold chain process was followed.
- Displayed on the external door to all of the fridges were the cold chain policy; cold chain protocol/flowchart and also a good practice protocol. All nursing staff had received training and were aware of the cold chain process.
- The cold chain process and vaccine fridge temperatures were now a standing agenda item at clinical meetings.
- Patient Specific Directions (PSDs) were in place to allow the healthcare assistant to administer vaccines in line with legislation.
- The practice could demonstrate what actions they took in respect of national and regional safety alerts.