

# The Arthington Medical Centre

## Inspection report

5 Moor Road  
Hunslet  
Leeds  
West Yorkshire  
LS10 2JJ  
Tel: 0113 3852180  
Website:

Date of inspection visit: 17 October 2018  
Date of publication: 23/11/2018

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?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at The Arthington Medical Centre on 17 October 2018, as part of our inspection programme.

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from the provider, patients, public, other organisations and our ongoing monitoring of data about services.

## **We have rated this practice as good overall.**

We concluded that:

- Patients were protected from avoidable harm and abuse and that legal requirements were met.
- Patient care and treatment was delivered in line with current best practice guidance.
- The leadership, governance and culture of the practice promoted the delivery of quality person-centred care.

However, we also found that:

- Some staff informed us that communication systems within the practice did not always meet their needs. They told us they did not always feel they were supported to raise concerns.
- It was noted that records were not available for all staff to assure the practice of their occupational health immunisation status.
- Less than 2% of registered patients had been identified as a carer.

We rated the practice as requires improvement for providing caring services because:

- Patients' satisfaction with how cared for they felt was consistently, and in some cases significantly, below local and national averages. This included a significant proportion of patients surveyed who claimed the healthcare professional they last had an appointment with was good or very good at treating them with care and concern.
- The provider informed us they were striving hard to improve patient satisfaction overall. However, the impact of this work had not been formally assessed at the time of inspection.

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

- Review how communications with staff could be improved to support staff raising concerns.
- Review and improve the process to ensure that the immunisation status, regarding occupational health, of newly recruited staff is recorded.
- Monitor and work to improve patient satisfaction regarding their experience at the practice.
- Work to improve the identification of patients who act in the capacity of a carer.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence table.**

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

## 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 Care Quality Commission (CQC) inspector and included a GP specialist advisor and a second CQC inspector.

## Background to The Arthington Medical Centre

Dr Punnoose is the provider of The Arthington Medical Centre, which is located at 5 Moor Road, Leeds LS10 2JJ. The premises are owned by the provider and there is a car park for staff and patients.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

Services are provided to a registered patient population of approximately 5,686 through a locally agreed NHS General Medical Services (GMS) contract.

The registered population consists of approximately 80% white British with the remaining 20% of mixed ethnicity. Twelve percent of patients are classed as being unemployed; compared to 6% locally and 5% nationally. At 61% there is a higher than local and national average of patients who have a long-standing health condition; compared to 52% locally and 54% nationally. This included patients who had mental health conditions, such as depression and dementia.

The National General Practice Profile shows the level of deprivation within the practice demographics being rated as one. (This is based on a scale of one to ten, with one

representing the highest level of deprivation and ten the lowest.) Public Health data shows that the average health status of people in deprived areas tends to be poorer and the use of health care services higher.

The practice clinical team is led by the female GP provider. In addition, there are two male salaried GPs, two long-term GP locums (one male, one female), a male advanced nurse practitioner, a female practice nurse and a female health care assistant. They are supported by a practice manager, an assistant practice manager and a team of administration and reception staff.

Opening times for The Arthington Medical Centre are 8am to 6pm Monday to Friday; with the exception of Tuesday when they are open 7.30am to 7pm and Thursday when they are open from 7.30am until 6pm.

Routine and urgent appointments are available, along with telephone consultations as appropriate. Standard appointments are ten minutes long, however longer appointments can be booked as appropriate. Home visits are available for those patients whose health conditions prevents them attending the practice. The practice has access to translation and interpreting services for those patients who should require them.

When the practice is closed out-of-hours services can be accessed by calling the NHS 111 service. Additionally, weekend appointments are available via the locality 'hub' of GP practices.