

Community Health Centre

Inspection report

Melbourne Centre
Melbourne Road
Leicester
LE2 0GU
Tel: 01162626788
www.melbourncommunityhealthcentre.co.uk

Date of inspection visit: 21 September 2023
Date of publication: 11/10/2023

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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Community Health Centre on 21 September 2023. Overall, the practice is rated as good.

We rated each key question as follows:

Safe – good.

Effective - good.

Caring - good.

Responsive – good.

Well-led - good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Community Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this comprehensive inspection to provide a rating of the location as it has not been inspected since registration with the CQC.

This was a comprehensive inspection and therefore we have reported on all key questions; safe, effective, caring, responsive and well-led.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires.

Our findings

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.

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice ensured staff were recruited safely.
- The practice had effective clinical supervision processes in place.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The practice had a strong emphasis on learning and development.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the process for the management of information when patients are reviewed by other services.
- Continue to monitor safeguarding training to ensure the level of training is appropriate to the member of staff's role.
- Continue to apply best practice guidelines to ensure compliance of patients who don't attend their monitoring.
- Continue to engage with the population to improve the uptake of cervical screening and childhood immunisations.
- Continue to identify and offer support to carers within the practice.
- Continue to engage with patients to obtain feedback in order to improve patients experience of the service.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Community Health Centre

Community Health Centre is located in Leicester at:

Melbourne Centre

Melbourne Road

Leicester

LE2 0GU

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is situated within the Leicester and Leicestershire Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 13,610. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Leicester Central Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 74% Asian, 13% White, 9% Black, 2% Mixed, and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs who provide cover at the practice. The practice has a team of two nurses who provide nurse led clinics for long-term conditions. The practice has three health care assistants to support the clinical team. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Leicester Central PCN, where late evening and weekend appointments are available. Out of hours services are provided by Derbyshire Health United by contacting NHS 111.