

# Ratby Surgery

## Inspection report

122-124 Station Road  
Ratby  
Leicester  
LE6 0JP  
Tel: Number 01162394960  
Website

Date of inspection visit: 22 November 2019 to 22  
November 2019  
Date of publication: 14/01/2020

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

We carried out an announced comprehensive inspection at Ratby Surgery on 22 November 2019. At this inspection we followed up on a breach of regulations identified at a previous inspection on 4 April 2019. The full comprehensive report on the April 2019 inspection can be found by selecting the 'all reports' link for Ratby Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At the last inspection in 4 April 2019 we rated the practice as **requires improvement** overall.

We rated the practice as **inadequate** for providing safe services because:

- The practice did not always have clear systems and processes to keep patients and staff safe.
- Systems to support appropriate standards of cleanliness and hygiene were not in place.
- The system for recording and acting on safety alerts was not effective.

We rated the practice as **requires improvement** for providing a well led service because:

- Some governance systems were not being operated effectively.
- The practice did not have clear and effective processes for managing risks.

The areas where the provider **must** make improvements were:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

We rated all population groups as **good**.

At this inspection, we found that the provider had satisfactorily addressed these areas.

- Risk assessments had been carried out in all areas including fire and health and safety. Actions identified following the assessments had been completed.
- Infection prevention and control processes were in place, training had been completed and comprehensive audits had been undertaken with continuing support from the clinical commissioning group (CCG).
- There was a comprehensive process embedded for receiving and acting upon safety alerts.

We based our judgement of the quality of care at this service is 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.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way and feedback received from patients was overwhelmingly positive.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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







- Continue to monitor exception reporting for mental health indicators

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 Ratby Surgery

Ratby Surgery is situated in Ratby which is a commuter village in the Hinckley and Bosworth district of Leicestershire, England. It has approximately 3,600 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 which is made up of 13 GP practices working together to deliver healthcare for local communities.

Patient demographics reflect that the practice has a higher than the national average number of patients under the age of four years, and lower than the national average of patients over 65 years of age. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

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.

The practice is registered with the CQC to carry out the following regulated activities: Diagnostic and screening procedures, Maternity and midwifery services and Treatment of disease, disorder or injury.

At Ratby Surgery, the service is provided by four part-time GP partners (three male and one female), one practice nurse/health care assistant, a practice manager, a strategy manager, a patient services manager and a team of reception/administration staff.

The practice has one location registered with the Care Quality Commission (CQC) which is Ratby Surgery, 122-124 Station Road, Ratby, Leicestershire, LE6 0JP.

The practice is open between 8.00am to 8.00pm on Mondays and between 8.00am to 6.30pm from Tuesday to Friday.

An additional extended hours service is commissioned by the CCG and appointments are available in early morning, evenings and weekends at three locations within the CCG area and can be made through the practice.

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.