

The Nook Surgery

Inspection report

Salendine Shopping Centre
144 Moor Hill Road
Huddersfield
HD3 3XA
Tel: 01484463350
www.nookandgolcar.co.uk

Date of inspection visit:
Date of publication: 29/01/2020

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 The Nook Surgery on 19 December 2019.

The new provider completed their registration of the practice with CQC on 1 November 2018. This was the first rated inspection for this newly registered provider.

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.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Staff told us they were supported by visible and approachable leaders.

- Patients received effective care and treatment that met their needs. Outcomes for patients were regularly monitored.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet and respond to patients' needs. Patients could access care and treatment in a timely way.

- The way the practice was led and managed promoted the delivery of high-quality, compassionate, person-centred care.

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

Our inspection team

Our inspection team was led by a CQC Lead Inspector and included a second CQC inspector and a GP specialist adviser.

Background to The Nook Surgery

The Nook Surgery is located at the Salendine Shopping Centre, 144 Moor Hill Road, Huddersfield, HD3 3XA and provides services for 3,432 patients.

The surgery is situated within the Greater Huddersfield Clinical Commissioning Group area and provides primary medical services under the terms of a general medical services (GMS) contract.

Services are provided from an accessible building. The Nook Surgery is managed by the provider Dr Shamsee, Ward and Associates. The practice is located on the outskirts of Huddersfield in a semi-rural area with average levels of deprivation. The population is mainly white British with some south Asian patients registered.

The practice has one female GP providing six clinical sessions a week, one male GP providing four clinical sessions a week, with three additional sessions provided by long term locums. This is supplemented by GP partner input from the two GP Partners (male) who review the clinical systems on a daily basis and who attend the practice on three to four days a week. There is one session provided by an advanced nurse practitioner on a weekly basis and 23 hours of clinical pharmacist input weekly.

The provider has two practice nurses and an advanced nurse practitioner (female), who work a combined total of 50 hours. The lead practice manager who works between two other GP practices offered by Dr Shamsee, Ward and Associates. The provider also employs a team of part time reception staff and a cleaner.

The surgery is open Monday to Friday until 8pm on Thursday and 11am till 1pm on Saturday.

Out-of-hours treatment is provided by Local Care Direct, which can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

Pre-bookable appointments were also available to all patients at additional locations within the area, as the practice was a member of a GP federation. Appointments were available Monday to Friday 6:30pm to 8:30pm and Saturday and Sunday 10am until 1pm.

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