

# Bankfield Surgery

## Inspection report

Huddersfield Road  
Elland  
West Yorkshire  
HX5 9BA  
Tel: 01422374662  
[www.bankfieldsurgery.org.uk](http://www.bankfieldsurgery.org.uk)

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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 location

Good 

Are services effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Bankfield Surgery on 1 August 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions; are services effective and are services well-led.

We based our judgement on 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
- 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 had responded positively to a recent influx of new patients and had developed new systems to accommodate this.
- There was a comprehensive system in place for the review and management of NICE guidance, local guidelines, protocols and pathways to ensure effective care and treatment were provided for patients.
- There was evidence of quality improvement, which included a programme of audit and benchmarking against other practices.

- Patients received structured reviews of their care and treatment and received advice and support to manage their symptoms.
- The practice was above the national target for the uptake of childhood immunisations and cancer screening programmes.
- We saw processes were in place to develop and support both clinical and non-clinical staff.

We saw the following area of outstanding practice:

- The practice had developed a range of community support services and activities through their Practice Champions. They helped to meet the non-clinical needs of patients and the wider community, which included by attempting to remove or reduce people's feeling of social isolation.

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

- Continue to integrate the new influx of patients into the practice, including completing the summarising of records, and managing and prioritising any patients identified as being at risk.

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

**Dr Rosie Benneyworth** BM BS MDedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## 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

The inspection was led by a CQC inspector and included a GP specialist advisor and a second CQC inspector.

## Background to Bankfield Surgery

Bankfield Surgery is located in Elland which is a small town south of Halifax. The practice provides services for around 9,400 patients under the terms of the locally agreed NHS General Medical Services (GMS) contract. The practice building is accessible for those with a physical disability or mobility issues. In addition, the practice has on-site parking available for patients, with designated spaces for disabled patients who require them.

The practice catchment area is classed as with the group of the fifth more deprived areas in England. The age profile of the practice is similar to other GP practices in the Calderdale Clinical Commissioning Group (CCG).

Bankfield Surgery is registered with the Care Quality Commission to provide the following regulated activities; surgical procedures, diagnostic and screening procedures, family planning, maternity and midwifery services and the treatment of disease, disorder or injury.

There are seven GP partners (five female and two male), who work at the practice. They are supported by an advanced nurse practitioner, two practice nurses and two health care assistants (HCA) (all female). The clinical team is supported by a practice manager and an administration and reception team. Allied with the practice is a team of community health professionals that includes health visitors, community matrons, midwives, members of the district nursing team and pharmacy professionals.

The practice offers:

- Pre-bookable appointments
- Urgent and on the day appointments
- Telephone consultations
- Home visits

Appointments can be made in person, online or by telephone. Practice opening times are Monday to Friday from 8am to 6:30pm. Appointments with GPs are available from 8am to 11am and 3pm to 6pm. Extended hours services are accessible Monday & Tuesday mornings 7:15am - 8:00am and Thursday evenings 6:30pm - 7:30pm. Priority being given to patients who may find it difficult to attend during normal surgery hours.

Patients from the surgery can also access extended hours services which are delivered from a nearby practice. This operates Monday to Friday 6:30pm – 8:00pm and on Saturday and Sunday 10:00am – 2:00pm

Out of hours care is provided by Local Care Direct and is accessed via the surgery telephone number or by calling the NHS 111 service.

The previously awarded ratings are displayed as required in the practice and on the practice website