

# The Grange Family Health Centre

## Inspection report


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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at The Grange Family Health Centre on 4 April 2019 as part of our inspection programme.

The Grange Family Health Centre received a previous CQC inspection in January 2018. At that inspection, it received a rating of requires improvement for providing caring, responsive and well-led services and this led to an overall rating of requires improvement. We rated the practice as requires improvement for providing caring, responsive and well-led services because:

- Some practice systems needed strengthening, and assurances for clinicians working in an extended role required more oversight.
- Results from the national GP patient survey showed areas of lower than average patient satisfaction in areas relating to access, and experience during consultations.

The practice was rated as good for providing safe and effective services. The full comprehensive report (published April 2018) for this inspection can be found by selecting the 'all reports' link for The Grange Family Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

At this inspection on 4 April 2019, we found that the provider had satisfactorily addressed most of the previously identified concerns. However, work was ongoing to address areas of lower levels of patient experience, particularly in respect of access to appointments. Therefore, the practice is rated as requires improvement for providing responsive services.

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 but is rated as requires improvement for providing responsive services. As this impacts on all population groups, these have also been rated as requires improvement.**

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. We observed that there were improvements with regards to how patients could access care and treatment in a timely way, although further work was needed to address this effectively.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

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

- Continue to review patient feedback mechanisms, particularly in relation to access, and ensure sustainable improvements can be maintained.
- Ensure that all employees, including GPs, are subject to the same rigorous recruitment checks and records are held to evidence this has taken place.
- Maintain documented evidence of when fire drills have been undertaken.

**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

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice nurse specialist adviser and a second CQC inspector.

## Background to The Grange Family Health Centre

The Grange Family Health Centre is part of Royal Primary Care which operates as the Division of Primary Care for Chesterfield Royal Hospital NHS Foundation Trust (the provider). The Trust is registered with the CQC to carry out a range of regulated activities – this includes those regulated activities we would usually expect to see for primary care providers: diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Royal Primary Care manages two GP practices across five sites. Their other registered location with the CQC is Blue Dykes Surgery and we inspected this service on the same day. This report can be found on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

The Grange Family Health Centre is the location name registered with CQC to deliver primary care medical services. This incorporates three GP surgeries within the Chesterfield area of North East Derbyshire, and collectively they are known as Royal Primary Care Chesterfield. There is one patient list for the three sites, meaning that registered patients can access services at:

- The Grange Family Health Centre, Stubbing Road, Chesterfield, S40 2HP.
- Rectory Road Medical Centre, Rectory Road, Staveley, Chesterfield. S43 3UZ.

- Inkersall Family Health Centre, Attlee Road, Inkersall, Chesterfield. S43 3HB.

The Grange Family Health Centre has a contract with NHS Derby and Derbyshire Clinical Commissioning Group (CCG). It provides services to approximately 20,500 patients via an Alternative Provider Medical Services (APMS) contract. An APMS contract provides an opportunity for locally negotiated contracts with any individual or organisation to meet local needs, as long as core NHS values are fully protected and secured.

The practice age profile is mostly in line with national averages, but with slightly lower percentages of patients aged over 65, and slightly elevated percentages of patients under 18s compared to the CCG average.

The practice has a higher prevalence of patients with a long-term condition and this impacts upon the demand for health services. The general practice profile shows that 63% of patients registered at the practice have a long-standing health condition, compared to 56% locally and 51% nationally.

The practice scored three on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

The provider employs approximately 70 staff across the Grange Family Health Centre main site and two branches.

The organisation is led by a full time Clinical Divisional Director, a full time Divisional General Manager and a Divisional Head of Nursing who work across both of Royal Primary Care's registered CQC locations (The Grange Family Health Centre and Blue Dykes Surgery). Additionally, the operational leads, the service and business manager roles, provide advice and support across both locations.

Each site has a leadership model consisting of a named lead clinician, a site lead nurse and a practice officer. The clinical team at this location includes eight salaried GPs. At the time of our inspection, two regular locum GPs were also at the practice. There are six advanced nurse practitioners and seven practice nurses, supported by five healthcare assistants.

The clinical team also includes four pharmacists, three pharmacy technicians, two specialist mental health

practitioners and physiotherapists. The service purchases the musculoskeletal physiotherapy service from an external provider. The pharmacy team work across both of Royal Primary Care's registered locations.

The clinical team is supported by approximately 30 non-clinical staff including reception, business services and data teams, working across the three sites. Scheduling and QOF teams are a shared resource working across both of Royal Primary Care's registered locations.

The provider is a GP teaching practice accepts medical students on placement and nursing students.

The practice opens from 8am until 6.30pm Monday to Friday. Extended hours GP and nurse appointments are available on Tuesday evenings 6.30pm-8.30pm, and on Saturdays between 8.30am-12.30am.

The surgery closes for one afternoon once a month for staff training. When the practice is closed, out-of-hours cover for emergencies is provided by Derbyshire Health United (DHU).