

High Street Practice

Inspection report

48 High Street
Royston
Barnsley
South Yorkshire
S71 4RF

Tel: 01226722314

www.drscravenandczepulkowski.nhs.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 safe?

Good



Are services effective?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an inspection of this service following our annual regulatory review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: safe, effective and well led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe and well-led. However, we have rated the key question for the provision of effective care as requiring improvement.

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 requires improvement for the provision of effective care and meeting the needs of patients with long term and mental health conditions.

We found that:

- The practice provided care in a way that kept patients safe.

- Patients did not always receive care and treatment that met their needs.
- Staff dealt with patients with 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.
- The way the practice was led and managed promoted the delivery of quality and person centred care.

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

- Consider undertaking a wider range of audit activity to continue to improve patient care.
- Address their low QOF achievement to improve the management of long-term and mental health conditions.
- Review or complete a risk assessment to determine the emergency medicines required.
- Improve prescription governance to avoid errors in relation to repeat prescription forms.

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	Requires improvement	
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)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to High Street Practice

High Street Practice is located in Royston near Barnsley. The surgery has good transport links and there is a pharmacy situated next door to the practice. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

High Street Practice is situated within the Barnsley Clinical Commissioning Group (CCG) and provides services to 6,031 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The provider is a partnership of two male GPs who registered with the

CQC in February 2017. The practice employs a male locum GP alongside a nurse practitioner, a practice nurse and several administration staff. The practice is part of a Primary Care Network of GP practices.

The National General Practice Profile states that the practice population has a high number of patients over 65 years of age (21%). 1% of the practice population originates from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.