

# Totley Rise Medical Centre

## Inspection report

96 Baslow Road  
Sheffield  
South Yorkshire  
S17 4DQ  
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totleyrisemedicalcentre.co.uk

Date of inspection visit: 11 December 2018  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Totley Rise Medical Centre on 11 December 2018 as a new provider for the location had registered with the CQC in April 2018.

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.
- 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.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care and there was a strategy in place to improve systems and processes.

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

- Review and formalise the protocol for actioning incoming hospital letters.
- Review systems for checking the immunisation status for all staff including GPs in line with the Department of Health Immunisation Against Infectious Disease Guidance (the Green Book).
- Follow the complaints procedure and include information about how to escalate complaints in the response letter to the complainant.
- Take action to implement an overview log of actions taken as a result of medicines and safety alerts for staff to access.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## 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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Totley Rise Medical Centre

Totley Rise Medical Centre is located at 96 Baslow Road, Totley, Sheffield S17 4DQ. The practice provides services for 3556 patients under the terms of the NHS General Medical Services contract.

The provider is registered with CQC to provide the regulated activities, diagnostic and screening, maternity and midwifery, surgical procedures, family planning and treatment of disease, disorder or injury from this location.

The provider is a single handed female GP who registered with CQC as the provider for this location in April 2018. The practice employ two salaried GPs (one male, one female), one practice nurse, a healthcare assistant, a practice manager and team of reception and administration staff. The practice manager had been in post six weeks at the time of the inspection. The doctors working at the practice are the same as under the previous provider.

Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten, Level one represents the highest levels of deprivation and level ten the lowest. The provider told us the age profile of the practice population is broadly similar to the other GP practices in the Sheffield Clinical Commissioning Group (CCG) area with 22% of patients being over the age of 65 years.

The practice is open and offers appointments between 8am and 6pm Monday to Friday with the exception of Thursday afternoons when the practice closes at 1pm. Extended hours are offered at one of the six satellite clinics in Sheffield, in partnership with other practices in the area.

When the practice is closed patients are automatically diverted to the out of hours service in Sheffield when they telephone the practice number.