

# Collingham Church View Surgery

## Inspection report

School Lane, Collingham  
Wetherby  
West Yorkshire  
LS22 5BQ  
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Date of inspection visit: 22 Feb to 22 Feb 2019  
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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 Collingham Church View Surgery on 22 February 2019 as part of our inspection programme.

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. The practice was previously inspected in July 2015 and were given an overall rating of good.**

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.
- The practice was aware of the challenges of working at a larger scale within the locality and had taken steps to improve systems and processes to support this work.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to review and improve exception reporting rates for people experiencing poor mental health.
- Review and improve systems in place for transportation of vaccines to ensure adherence to appropriate Department of Health standards.
- Review and improve processes for signing prescriptions prior to medication being dispensed.

**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>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 advisor and a second CQC inspector.

## Background to Collingham Church View Surgery

Collingham Church View Surgery is located on School Lane, Collingham, Wetherby, West Yorkshire, LS22 5BQ. There is also a branch site, Thorner Surgery, located on Main Street, Thorner, West Yorkshire, Leeds, LS14 3DX. We visited both sites as part of our inspection.

The practice offers a dispensary service at both sites for patients living more than one mile from their nearest pharmacy. This includes a delivery service for housebound patients who are exempt from paying prescription charges.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Collingham Church View Surgery is situated within the NHS Leeds Clinical Commissioning Group (CCG) and provides services to approximately 9,400 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering service to the local community.

The practice has a higher than average elderly population, with 25% of patients being aged 65 years and over at the time of our inspection, compared to the CCG average of 15% and national average of 17%.

The Public Health National General Practice Profile shows that approximately 3% of the population are of Asian ethnicity, 2% black or other mixed ethnicity; with 95% being of white ethnicity.

The level of deprivation within the practice population is rated as ten, on a scale of one to ten; level one representing the highest level of deprivation, and level ten the lowest.

The medical team consists of four GP partners (one male and three female), five salaried GPs (one male and four female), four practice nurses and two healthcare assistants.

The practice has a dispensing manager who oversees a team of seven dispensers. In addition, the practice also has a part time pharmacist.

The clinical team are supported by an experienced team of support staff including a practice manager, an assistant practice manager and secretarial and reception staff.

Practice opening times at Collingham Church View Surgery are from 8am until 6.30pm Monday to Friday.

Opening times at Thorner Surgery are from 8.30am until 12.30pm Monday to Friday. An afternoon surgery is also offered at Thorner Surgery on Thursday from 3.15pm until 6pm.

Out of hours care is provided by Local Care Direct, and patients are also directed to the NHS 111 line.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.