

# Ashville Medical Practice PMS Practice

## Inspection report

Thornton Road  
Barnsley  
South Yorkshire  
S70 3NE  
Tel: 0 1226 216000  
[www.ashvillemedicalpractice.co.uk](http://www.ashvillemedicalpractice.co.uk)

Date of inspection visit: 24 January 2019  
Date of publication: 21/03/2019

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 Ashville Medical Practice on 24 January 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.**

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.

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.

**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 advisor.

## Background to Ashville Medical Practice PMS Practice

Ashville Medical Practice is located in the Kendray area of Barnsley. The practice has a Personal Medical Services (PMS) contract. The practice serves a population of approximately 11,865 patients and is situated in one of the second most deprived areas nationally.

The practice is located in a purpose-built health centre and provides services from the ground floor and first floor.

The service is provided by eight GP partners (three female and five male). Working alongside the partners are two GP registrars, an advanced nurse practitioner, four practice nurses and three health care assistants. The clinical team are supported by a practice manager and a team of administrative and secretarial staff.

Ashville Medical Practice offers pre-bookable appointments between 7.15am and 8.30pm on Wednesdays and 7.15am to 6pm from Monday to Friday.

The surgery closed on the afternoons of the 2nd Thursday of every month for staff training and closed 6pm to 6.30pm each week day and there was no telephone access between these times. Calls were automatically diverted to the out of hours provider.

When the practice is closed, out of hours cover for emergencies is provided by the NHS 111 service.