

Tollerton Surgery

Inspection report

10 Pond View
Tollerton
York
YO61 1AG
Tel: 01347838231

Date of inspection visit: 12 December 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Tollerton Surgery in relation to the responsive key question. This assessment was carried out on 12 December 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as Good.

Safe - Good

Effective – Good

Caring - Good

Responsive – Good

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for the

Tollerton Surgery on our website at www.cqc.org.uk

Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the assessment

This assessment was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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.

Overall summary

We rated responsive as good because:

- The practice in collaboration with others organised and delivered services to meet patients' needs.
- The practice understood the needs of its local population.
- People were able to access care and treatment in a timely way.
- National GP Patient Survey data was positive and mostly above national averages.
- Feedback we received from patients regarding appointments and access was positive.
- The practice dealt with complaints in a timely manner and learned from them.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our assessment was carried out by a CQC inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Tollerton Surgery

Tollerton Surgery is located at 10 Pond View, Tollerton, York, YO61 1AG.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder, or injury; and surgical procedures.

The practice is situated within the Humber and North Yorkshire Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of around 3,520 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN) known as SHaR (South Hambleton and Ryedale).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the tenth lowest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others. Almost all patients are white.

The practice and on-site dispensary are open as below:

Monday

8am – 6.30pm

Tuesday

8am – 6.30pm

Wednesday

8am – 6.30pm

Thursday

8am - 4pm

Friday

8am – 6.30pm

Enhanced access appointments are made up of weekend and evening sessions offered by the pharmacy team partners from 6.30pm – 8pm Monday to Friday and weekends.

Out of hours services are provided by 111.