

Southey Green Medical Centre

Inspection report

281 Southey Green Road
Sheffield
South Yorkshire
S5 7QB

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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

This practice is rated as Good overall. (Previous rating February 2017 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Southey Green Medical Centre on 19 February 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff treated patients with compassion, kindness, dignity and respect.
- The practice organised and delivered services to meet patients' needs. However, some patients commented they had difficulty accessing the practice by telephone to make an appointment and sometimes had to wait a long time to be seen once they attended for an appointment.

- There was a focus on continuous learning and improvement at all levels of the organisation.

The areas where the provider should make improvements are:

- Develop an overview of safety alerts and actions taken to share with relevant staff.
- Review systems for checking the immunisation status of staff in line with the Department of Health Immunisation Against Infectious Disease guidance (the Green Book).
- Take action to ensure the practice manager receives an annual appraisal.
- Improve the process for recording actions taken by a GP from hospital letters with regard to children who do not attend for a hospital appointment.
- Review the code used to identify vulnerable adults on the computer system.
- Continue to monitor the prescribing of hypnotic medication to ensure it is appropriate.
- Continue to listen to patient feedback regarding access to an appointment and length of wait to be seen when attending for an appointment.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Good 
People with long-term conditions	Good 
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)	Good 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Southey Green Medical Centre

Southey Green Medical Centre is located at 281 Southey Green Road, Sheffield, S5 7QB. The practice provides services to 2,929 patients under the terms of the NHS personal medical services (PMS) 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.

This provider is registered with CQC as an individual GP (male). The practice employs a salaried GP (male), nurse practitioner, healthcare assistant, pharmacist, practice manager and a team of administration and reception staff.

Information published by Public Health England rates the level of deprivation within the practice population as group one, on a scale of one to ten, level one represents the highest levels of deprivation and level ten the lowest. The practice population is similar to others in the Sheffield Clinical Commissioning Group (CCG) area with a higher number of patients under the age of 18 at 25% (CCG average 20%) and a higher number of patients who are unemployed at 8.2% (England average 4%).

The practice is open and offers morning and afternoon appointments between 8am and 6.30pm Monday to Friday, with the exception of Monday when the practice is open until 8pm. When the practice is closed patient telephone calls are diverted to the Sheffield out of hours service.