

Firth Park Surgery

Inspection report

400 Firth Park Road
Sheffield
South Yorkshire
S5 6HH
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Date of inspection visit: 5/12/2018
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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 Firth Park Surgery on 5 December 2018 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 with the exception of patients whose circumstances may make them vulnerable which was rated outstanding.

We rated this population group as **outstanding** because:

- The provider was aware of its diverse patient group and had proactively implemented systems to screen and treat patients during their first contact with the practice.
- The practice had recruited bi-lingual staff who were given allocated time to support patients and encourage attendance at appointments, follow up failed attendance at appointments and assist with translation of hospital letters.

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 proactively organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way although some patients told us they found it difficult accessing the practice by telephone early mornings.
- 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:**

- Take action to ensure all staff receive a regular appraisal.
- Review patient feedback regarding accessing the practice by telephone.

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

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	Outstanding	
People experiencing poor mental health (including people with dementia)	Good	

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 Firth Park Surgery

Firth Park Surgery is located at 400 Firth Park Road, Sheffield, S5 6HH. The practice provides services for 10,003 patients under the terms of the PMS Personal 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 practice has five GP partners (three female, two male) who employ four salaried GPs (two male, two female), three practice nurses, a physician associate, two healthcare assistants, a medicine's technician, a practice manager and team of reception and administration staff.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, 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 a higher level of young children and older people registered and 15% of the practice population being of Roma Slovak nationality.

The practice is open and offers appointments between 8.30am and 6pm Monday to Friday and from 7am Monday mornings, until 7.30pm Wednesday evenings and 8.10am to 10am every second Saturday of the month. Extended hours are also 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 advised to telephone the NHS 111 service.