

Woodside Surgery

Inspection report

Woodside Road
Boothtown
Halifax
West Yorkshire
HX3 6EL
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www.caritashealth.org.uk

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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 effective?

Good



Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Woodside Surgery on 23 October 2018. The overall rating for the practice was good, with the practice rated as requires improvement for providing effective services. The full comprehensive report on the October 2018 inspection can be found by selecting the 'all reports' link for Woodside Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection, carried out on 20 June 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 23 October 2018. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good. The key question of are services effective is also rated as good.

At our previous inspection on 23 October 2018, we rated the practice as requires improvement for providing effective services as there were substantial gaps in uptake of mandatory training, including fire safety and infection prevention and control. Not all staff received a safe or appropriate induction, and staff appraisals were out of date at the time of our visit. At this inspection we found that systems and processes had been revised and improved to ensure consistent uptake of training, individualised induction processes, and regular staff appraisals were carried out. Consequently, the practice is now rated as good for providing effective services.

Our key findings were as follows:

- The provider had reviewed their approach to monitoring the scope and uptake of mandatory training requirements for staff. Managers were given protected time to oversee staff uptake. Staff were provided with allocated time in their diary to ensure training was completed.
- Staff induction processes had been reviewed and updated. Staff received role specific induction programmes, with appropriate support and mentoring being offered.
- Appraisals were established for all staff on an ongoing cyclical basis, and were diarised appropriately for the individual needs of staff.
- Systems for the dissemination of clinical updates and other guidance had been strengthened, with processes in place to ensure all staff had access to relevant clinical information.
- The provider was working with their patient reference group to develop a patient survey to elicit satisfaction in relation to appointment availability at all their sites. Information was available to patients to clarify the reasons for recent changes to opening times at branch sites.
- All staff had been required to submit details of their immunisation status. The practice reviewed staff medical and immunisation history at the time of appointment. Discussions were underway at a locality level to agree how access to required immunisations could be achieved.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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

This inspection was carried out by a CQC inspector.

Background to Woodside Surgery

Background to Woodside Surgery

Woodside Surgery (Caritas Group Practice) comprises three sites; Woodside Surgery, located at Woodside Road, Halifax HX3 6EL, Mixenden Stones Surgery, located at Mixenden Road, Halifax HX2 8RG and Shelf Health Centre, located at Shelf Moor Road, Halifax HX3 7PQ.

We visited the Woodside Surgery site only for this inspection.

The website for the practice is . Patients are able to access appointments at any of the three sites operated by the practice.

The provider is registered with the Care Quality Commission to carry out the following regulated activities:

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

There are currently 9,274 patients registered at the practice. The practice provides Personal Medical Services (PMS) under a locally agreed contract with NHS England.

The Public Health National General Practice Profile shows that around 3% of the practice population is of Asian ethnicity, with around 2% of mixed ethnicity. The remainder of the practice population is of white ethnicity. The demographics of each of the three practice sites

differ somewhat, with pockets of deprivation in some areas, and higher concentration of older white British patients in some cases, with pockets of higher concentration of patients of Eastern European ethnicity in other areas. Overall the level of deprivation within the practice population is rated as three, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The age and sex distribution of the practice is largely in line with national averages. The average life expectancy for patients at the practice is 76 years for men and 82 years for women, compared to the national average of 79 years and 83 years respectively.

The practice offers a range of enhanced services which include minor surgical procedures and childhood vaccination and immunisation.

The clinical team comprises two Advanced Clinical Practitioner partners, one male, one female and one male GP partner. There is one male salaried GP, supported by a regular female GP locum. The clinical team is completed by two female Advanced Clinical Practitioners, one male trainee Advanced Clinical Practitioner, three practice nurses, all nurse prescribers, one nursing associate and one health care assistant, all of whom are female.

Non-clinical support is provided by a practice manager, operations manager and patient services manager, supported by a range of administrative, secretarial and reception staff.

The practice is an advanced training practice, providing training for a range of undergraduate and postgraduate nurses, medical students and other postgraduate clinicians. The practice is part of North Halifax Community and Wellbeing Partnership, made up of five GP practices, local authority, voluntary groups, Calderdale CCG and the Pennine GP Alliance. This partnership collaborates on locality resources to optimise shared expertise and care delivery. In addition, the practice is part of Calderdale Group Practice, comprising 11 GP practices in all, who collaborate on sourcing external contracts, such as telephony and human resources support.

The practice also engages with their Primary Care Network to develop and deliver services specific to the population which the network serves. At the time of our visit these processes were in the initial stages of development.

Practice opening times are:

Woodside Surgery: Monday to Friday 8am to 6.30pm

Mixenden Stones Surgery: Monday and Wednesday 1.30pm to 6.30pm; Tuesday, Thursday and Friday 8am to 1pm

Shelf Health Centre: Monday, Wednesday and Friday 8am to 1pm; Tuesday and Thursday 1.30pm to 6.30pm

The practice premises are all housed in purpose-built accommodation, with patient consulting rooms being situated on the ground floor at all three sites. All premises have wheelchair access, and provide parking facilities, including disabled parking space.

Out of hours care is provided by Local Care Direct, which is accessed by calling the surgery telephone number or by calling the NHS 111 service.

When we returned to the practice we saw that the ratings from the previous inspection were displayed on the practice website and in each operational site.