

Oakworth Medical Practice

Inspection report

3 Lidget Mill
Lidget, Oakworth
Keighley
West Yorkshire
BD22 7HN
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Website
<https://www.oakworthmedicalpractice.co.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 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 Oakworth Medical Practice on 21 May 2019 as part of our inspection programme. Oakworth Medical Practice was registered by the Care Quality Commission on 24 November 2017 and was previously managed by a different provider.

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.
- The practice planned, organised, delivered and reviewed services to meet patients' needs. Patients could access care and treatment in a timely way. This included appointments which were undertaken by the Modality Home Visiting team and video consultations.

- Leaders at the practice attended a number of local and divisional meetings to review the quality of the service and benchmark their performance against other practices.

Whilst we found no breaches of regulations, the provider **should:**

- Review and improve health and safety at practice in relation to the training and provision of first aiders, fire marshals and the documentation of fire drills.
- Review and undertake the cleaning of fabric chairs and carpets at the practice as necessary and be able to assure themselves that these are completed at appropriate intervals.
- The provider should review and improve the process for appraisals within the team and ensure that all staff receive the appropriate support as is necessary for them to carry out their duties.
- Review and improve how they capture and respond to real-time patient feedback to ensure that services are meeting the needs of patients.

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

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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Oakworth Medical Practice

Oakworth Medical Practice is located in the village of Oakworth at 2 Lidget Mill, Lidget, Oakworth, Keighley, BD22 7HN.

The practice is within the Airedale, Wharfedale and Craven Clinical Commissioning Group (CCG) and provides services to 3,478 patients under the terms of a Personal Medical Services (PMS) contract. This is a contract between General Practices and NHS Airedale, Wharfedale and Craven CCG for the delivery of services to the local community.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities; diagnostic and screening procedures, maternity and midwifery services, and treatment of disease, disorder or injury.

The practice area is ranked on deprivation decile seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy is comparable to CCG and national averages. Data shows that 95.5% of the practice population are from a white British background.

The provider is registered as a partnership of nine GPs, six male and three female. The staff which work most

frequently at Oakworth, consist of three full-time GPs, two practice nurses who are both female, a practice manager, a patient services manager and two patient services assistants.

Oakworth Medical Practice is also part of the Modality group which is a super-partnership of GPs that operates nationally. A super-partnership is made up of GP practices who come together to form one single partnership. Oakworth Medical Practice continues to operate as a separate partnership within Modality, with back office functions such as human resources (HR) information technology (IT), finance, governance and communications being managed by Modality.

Oakworth Medical Practice is open between 8am and 6.30pm Monday to Friday and appointments are available during morning and afternoon clinics.

As part of the Modality group the practice is able to offer extended access appointments at hub sites across the area. All Airedale, Wharfedale and Craven registered patients can access pre-bookable routine appointments from 6:30pm to 8pm Monday to Friday, weekend appointments from 9am to 11am Saturday to Sunday. Appointments were also available between 9am and 11am on Bank Holidays.

Patients over the age of 18 can also access a consultation with a remote GP via a smartphone app. This is a free NHS service where patients can download an app on their mobile smartphone. Following checks, the patient can then access a video consultation using their phone at a time to suit them.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.