

Rosegarth Surgery

Inspection report

Rothwell Mount
Halifax
HX1 2HB
Tel: 01422353450

Date of inspection visit: 7 December 2021
Date of publication: 31/12/2021

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Rosegarth Surgery on 7 December 2021. This inspection was focused on the management of access to appointments.

This inspection did not affect ratings, and therefore the overall rating for the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Rosegarth Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to information we received which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff during a site visit.

Interviews were carried out with the practice business manager, operations and data quality manager and reception manager.

We found that:

- The practice had withstood a number of recent losses to their staffing contingent. They had adapted their delivery model in accordance with these staff changes.
- Patients had the option of contacting the practice online, by telephone or in person.
- Available appointments were allocated in equal proportion to accommodate both urgent and routine consultations.
- An updated telephone system enabled the practice to collate relevant data to support the monitoring and oversight of telephone usage by patients.

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

- Update the practice website to accurately reflect the current options for patients in relation to appointment availability and practice opening times.
- Continue to recruit to vacant posts to complete the staffing complement for the service.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This inspection was carried out by a CQC inspector.

Background to Rosegarth Surgery

Rosegarth Surgery is located in Halifax, West Yorkshire:

Rothwell Mount

Halifax

HX1 2HB

The branch site is located at:

117 Oxford Lane

Siddal

Halifax

HX3 9DG

The provider is registered with CQC to deliver the following Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice offers services from both a main practice and a branch surgery which are located approximately 1.5 miles apart from each other. Patients can access services at either surgery.

Opening times are 8am to 6pm and appointments were offered throughout that time in accordance with patient need.

The practice is situated within the Calderdale Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of around 10,406. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, a Primary Care Network (PCN). Rosegarth Surgery is a member of Central Halifax PCN, which is made up of four GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the mid decile (five out of a scoring rating of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 88% white, with the remainder made up of a mixture other non-white ethnicities.

The age distribution of the practice population shows a slightly higher than CCG and national average proportion of patients aged 65 years and older. The average life expectancy for patients at the practice is 78 years for men and 83 years for women, compared to the national average of 79 years and 83 years respectively.

The clinical team is made up of two GP partners, both male, three salaried GPs, two females and one male, and one female advanced nurse practitioner. The nursing team is made up of three practice nurses and one phlebotomist, all of whom are female. Supporting the clinical team is a practice business manager, operations and data quality manager, reception manager and a range of administrative, secretarial and reception staff. All staff, clinical and non-clinical cover the main site and the branch site. At the time of our visit there were vacancies in relation to GP posts, current and anticipated, for which plans were being finalised to recruit. In addition, newly recruited reception staff were being inducted to enable them to carry out their full range of duties.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, patients requesting an appointment are contacted by a clinician over the telephone, and face to face appointments arranged when deemed clinically appropriate. Alternatively, advice may be given or medicines are

prescribed, or patients signposted to the most appropriate service to meet their needs. Appointments are available at the main site and the branch site. The practice has recently temporarily suspended afternoon sessions at their branch site due to recent staff losses. The practice is aiming to resume afternoon opening at the branch site early in the new year.

Extended access is provided locally through the Primary Care Network, at one of three local practices, where late evening and weekend appointments are available. Out of hours services are provided by Local Care Direct, which is accessed by calling the surgery telephone number or by calling the NHS 111 service.