

Darley Dale Medical Centre

Inspection report

Dale Road South
Darley Dale
Matlock
DE4 2EU
Tel:

Date of inspection visit: 24 May 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Darley Dale Medical Centre on 19 and 24 May 2022. Overall, the practice is rated as good. We rated the key questions:

Safe: Good

Effective: Good

Caring: Good

Responsive: Good

Well-led: Good

Darley Dale Medical Centre was previously registered at a different address. It was inspected on 1 November 2017 and rated Good overall and in all key questions. The previous report was archived in April 2019.

The full report for the previous inspection can be found by selecting the 'all reports' link for Darley Dale Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection because it has not been inspected at this location. The focus of our inspection included:

- All five key questions relating to safe, effective, caring, responsive and well-led.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Risk assessments were in place whilst the provider waited for the results of Disclosure and Barring checks for three new members of staff. However, a full list of vaccinations was not in place for one non-clinical staff member.
- In response to the findings from our remote searches action plans were put in place to mitigate potential risks to patients who had been prescribed medicines used in the prevention of stroke or medicines used to provide quick relief of asthma symptoms.
- Patients received effective care and treatment that met their needs. Three out of five indicators showed that the practice had achieved a 100% uptake rate in childhood immunisations. However, the cervical screening uptake rate was slightly below the national target of 80%.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- There was a system in place to investigate and learn from complaints. However, the practice's complaints policy was not always followed when acknowledging complaints.
- 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**:

- Maintain records of vaccinations in line with current UK Health and Security Agency for all members of staff.
- Update and embed into practice the action plan for patients prescribed direct-acting oral anticoagulants so the calculation to monitor kidney function is completed dependant on need. Embed into practice their action plan to appropriately review patients prescribed over 12 short-acting beta-agonists (SABAs) inhalers in the last 12 months.
- Take appropriate action to increase their cervical screening rate to the national target of 80%.
- Follow their complaints policy to acknowledge complaints within three working days and inform patients of their right to contact the Parliamentary and Health Service Ombudsman if they were not satisfied with the response to their complaint.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. The team also included two members of the CQC pharmacy team who undertook a site visit of the dispensary at Youlgreave Surgery.

Background to Darley Dale Medical Centre

Darley Dale Medical Centre is located in Derbyshire at:

Dale Road South

Darley Dale

Matlock

Derbyshire

DE4 2EU

There are two branch practices located at:

Winster Surgery

The Medical Centre

Leacroft Road

Winster

Matlock

Derbyshire

DE4 2DL

And

Youlgreave Surgery

The Medical Centre

Alport Road

Youlgreave

Bakewell

Derbyshire

DE45 1WN

We visited all of these practices as part of our inspection.

The provider is a partnership registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the NHS Derby and Derbyshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 8,454 people. This is part of a contract held with NHS England. The practice is part of the Derbyshire Dales Primary Care Network (PCN), a wider network of 13 GP practices that work collaboratively to deliver primary care services.

Information published by Public Health England reports the deprivation ranking within the practice population group is in the ninth lowest decile (nine out 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 predominantly white at 98.7% of the registered patients, with estimates of 0.7% mixed, 0.5% Asian and 0.1% other groups.

The age profile demonstrates a higher proportion of older patients, and lower numbers of younger patients compared to local and national averages:

- The percentage of older people registered with the practice is 30.8% which is above the CCG average of 20.3%, and the national average of 17.6%.
- The percentage of young people registered with the practice is 15.3% which below the CCG average of 19.4%, and the national average of 20%.

There is a team of four GP partners and five salaried GPs, four practice nurses, a nurse manager and three healthcare assistants. The clinical staff are supported by a practice manager, a finance manager, operations manager, patient services manager, a manager at both branch practices and a team of reception and administrative staff. There are six dispensing staff and a dispensing manager that work at the dispensaries in the two branch practices. We visited the dispensary at Youlgreave Surgery as part of this inspection.

The main practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the practice on Wednesday evenings until 8pm and every third Saturday and Sunday morning of the month. Out of hours services are provided by Derbyshire Health United (DHU).