

The Grange Family Health Centre

Inspection report


Stubbing Road
Chesterfield
Derbyshire
S40 2HP
Tel: 01246748000
www.rpcchesterfield.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 responsive?

Good 

Overall summary

We carried out a desk-top focused review at The Grange Family Health Centre on 15 September 2020.

The practice had previously received a comprehensive inspection in April 2019 when it received an overall rating of good, although the responsive domain was rated as requires improvement. The provider needed to continue to review patient feedback mechanisms, particularly in relation to access, and ensure that sustainable improvements could be maintained.

All population groups were also rated as requires improvement in April 2019 as the issues highlighted in relation to access to appointments impacted upon all patients.

We undertook this desk based review on 15 September 2020 to check that the provider had completed the areas identified as requiring improvement. We did not visit the practice as part of this inspection.

This report only covers our findings in relation to the responsive domain. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Grange Family Health Centre on our website at

Following our review in October 2020, the practice remains rated as good overall; and the responsive domain and all population groups are now rated as good. This was because:

- The latest GP patient survey showed a good improvement in patient satisfaction in relation to access.
- We were assured that the practice were closely monitoring access to ensure that actions taken resulted in demonstrable improvements. This was undertaken on an ongoing basis as part of a continuous improvement programme.

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

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

The desk-top review was undertaken by a CQC inspector.

Background to The Grange Family Health Centre

The Grange Family Health Centre is part of Royal Primary Care which operates as the Division of Primary Care for Chesterfield Royal Hospital NHS Foundation Trust (the provider). The Trust is registered with the CQC to carry out a range of regulated activities – this includes those regulated activities we would usually expect to see for primary care providers: diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Chesterfield Royal Hospital NHS Foundation Trust have another other CQC registered Primary Medical Services location at Blue Dykes Surgery in Clay Cross. Royal Primary Care also manage another GP practice in Chesterfield at Ashgate Medical Practice. It delivers primary care services across eight sites.

The Grange Family Health Centre is the location name registered with CQC to deliver primary care medical services. This incorporates three GP surgeries within the Chesterfield area of North East Derbyshire, and collectively they are known as Royal Primary Care Chesterfield. There is one patient list for the three sites, meaning that registered patients can access services at:

- The Grange Family Health Centre, Stubbing Road, Chesterfield, S40 2HP.
- Rectory Road Medical Centre, Rectory Road, Staveley, Chesterfield. S43 3UZ.

- Inkersall Family Health Centre, Attlee Road, Inkersall, Chesterfield. S43 3HB.

The Grange Family Health Centre has a contract with NHS Derby and Derbyshire Clinical Commissioning Group (CCG). It provides services to approximately 20,500 patients via an Alternative Provider Medical Services (APMS) contract. With the recent addition of Ashgate Medical Practice into Royal Primary Care, the provider delivers care for approximately 44,000 patients in Derbyshire.

The practice age profile is mostly in line with national averages, but with slightly lower percentages of patients aged over 65, and slightly elevated percentages of patients under 18s compared to the CCG average.

The practice has a higher prevalence of patients with a long-term condition and this impacts upon the demand for health services. The general practice profile shows that 63% of patients registered at the practice have a long-standing health condition, compared to 56% locally and 51% nationally.

The practice scored three on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

The provider employs over 70 staff across the Grange Family Health Centre main site and two branches. A full

time general manager heads a team of twelve operational and managerial staff, who work across both of Royal Primary Care's registered locations (The Grange Family Health Centre and Blue Dykes Surgery).

The clinical team at the Grange Family Health Centre includes a full-time clinical lead GP and eight salaried GPs. At the time of our inspection, two regular locum GPs were also working at the practice. There are six advanced nurse practitioners and seven practice nurses, supported by five health care assistants.

The clinical team also includes four pharmacists, three pharmacy technicians, two specialist mental health practitioners and physiotherapists. The service purchases the musculoskeletal physiotherapy service from an external provider. The pharmacy team work across both of Royal Primary Care's registered locations.

The clinical team is supported by 28 non-clinical staff across the three sites including receptionists, data and administrative staff, working across the three sites.

The provider is a GP teaching practice accepts medical students on placement and nursing students.

The practice opens from 8am until 6.30pm Monday to Friday. Extended hours GP and nurse appointments are available on Tuesday evenings 6.30pm-8.30pm, and on Saturdays between 8.30am-12.30am.

The surgery closes for one afternoon once a month for staff training. When the practice is closed, out-of-hours cover for emergencies is provided by Derbyshire Health United (DHU).