

Healds Road Surgery

Quality Report

Healds Rd,
Dewsbury,
WF13 4HT
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Website: www.healdsroadsurgery.nhs.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

Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Healds Road Surgery on 7 January 2016. The practice was rated as requires improvement for providing safe services. The practice's overall rating was good. A breach of legal requirements was found.

Following on from the inspection the practice provided us with an action plan detailing the evidence of the actions they had taken to meet the legal requirements in relation to providing safe services to their patients.

We undertook a desk based review on 29 August 2016 and visited the practice on 31 August 2016. This was to review in detail the information the practice had sent to us and to confirm that the practice were now meeting legal requirements. This report only covers our findings in relation to those legal requirements.

The full comprehensive report which followed the inspection in January 2016 can be found by selecting the 'all reports' link for Healds Road Surgery on our website at www.cqc.org.uk.

Our key findings across the areas we inspected were as follows:

- Systems were in place to effectively manage the safe storage of vaccines.
- Staff had received training to ensure that the temperature of the vaccine fridges was recorded and staff understood that any temperatures outside of the accepted range for the storage of vaccines must be reported without delay

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- Systems were in place to effectively manage the safe storage of vaccines.
- Staff had received training to ensure that the temperature of the vaccine fridges was recorded. Staff understood that any temperatures outside of the accepted range for the storage of vaccines must be reported and acted upon without delay.

Good



Healds Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The focused inspection was carried out by a CQC inspector.

Background to Healds Road Surgery

Healds Road Surgery provides primary care services to 7,880 patients under a Personal Medical Services (PMS) contract. The area is in the first decile on the scale of deprivation, 76% of the patients are from Black and Minority Ethnic populations.

The practice is located in purpose built two storey premises at Healds Rd, Dewsbury, WF13 4HT which is situated opposite Dewsbury & District hospital. The premises are fully accessible to wheelchair users. A large car park with designated disabled spaces is available. The practice hosts a dental surgery, a pharmacy, an optician and outpatient clinics including audiology and consultant led renal services. There is a minor surgery suite and the GPs accept referrals from other local GP practices for this service.

- There are three GPs, two male and one female, five advanced nurse practitioners, two practice nurses, three healthcare assistants and an administrative team including a business manager and a practice manager.
- The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 6pm daily.
- Extended hours surgeries are offered until 8.30pm on Thursdays.

When the practice is closed out of hours services are provided by Local Care Direct and NHS 111.

Why we carried out this inspection

We carried out an announced comprehensive inspection at Healds Road Surgery on 7 January 2016. The practice was rated as requires improvement for safety. The overall rating was good. A breach of legal requirements was found.

Following on from the inspection the practice provided us with an action plan detailing the evidence of the actions they had taken to meet the legal requirements in relation to providing safe services to their patients. This inspection was completed to check these legal requirements had now been met.

How we carried out this inspection

We undertook a desk based review on 29 August 2016 and visited the practice on 31 August 2016. This was to review in detail the information and evidence the practice had sent to us and to confirm that the practice were now meeting legal requirements. This report only covers our findings in relation to those legal requirements.

The full comprehensive report which followed the inspection in January 2016 can be found by selecting the 'all reports' link for Healds Road Surgery on our website at www.cqc.org.uk.

Are services safe?

Our findings

This focused inspection was conducted in order to review safety issues which were identified at the comprehensive inspection carried out on 7 January 2016. The inspection in January 2016 found that the practice required improvement in relation to providing safe services to patients. This focused inspection rated the practice as good for providing safe services.

At this inspection we found:

The practice had worked with the Public Health England screening and immunisation team to identify if there was any risk to patients, resulting from the concerns identified at the inspection in January 2016. We were provided with evidence that confirmed no risks had been identified and therefore a recall of patients for re-vaccination was not required.

- Systems were in place to effectively manage the safe storage of vaccines. The practice had purchased and installed secondary temperature gauges which provided constant monitoring of the temperature of the vaccine fridges.
- Staff had received training to ensure that the temperature of the vaccine fridges was recorded and staff understood that any temperatures outside of the accepted range for the storage of vaccines must be reported without delay.

In addition, the practice had reviewed the location of the main vaccine fridge and were in the process of relocating it to a secure room upstairs in the practice.