

# Colne Valley Family Doctors

## Inspection report

Croft House  
Manchester Road, Slaithwaite  
Huddersfield  
West Yorkshire  
HD7 5JY  
Tel: 01484 842 652  
[www.colnevalleydoctors.co.uk](http://www.colnevalleydoctors.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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Colne Valley Family Doctors on 25 July 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions; are services effective and are services well-led.

Our judgement of the quality of care at this service is based 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.

We have rated the practice as requires improvement for the population group of people with long-term conditions because:

- QOF exception reporting rates for patients living with long-term conditions were significantly higher than local and national averages. This meant that there was a risk that these patients were not receiving the care, treatment and support they needed.

We found that:

- Staff were working within their competencies and management were aware of the care that staff were giving to patients.

- The practice was able to show that staff had the skills, knowledge and experience to carry out their roles.

- We saw evidence that the identified safeguarding leads in the practice had accessed training at the required level. We were able to evidence that all staff had accessed the appropriate level of safeguarding training.

- The lead GP and the practice manager were visible and approachable.

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

- Improve the recall arrangements and QOF exception reporting rates for patients living with long-term conditions to ensure that these patients are receiving the care, treatment and support they need.

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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist advisor and an additional CQC inspector.

## Background to Colne Valley Family Doctors

Colne Valley Family Doctors is located in the town of Slaithwaite situated on the outskirts of Huddersfield. The practice is based in a detached building known as Croft House, which is owned by some of the GP partners. They have 10,200 registered patients whose ethnicity is predominantly white English.

The practice has two sites, a main surgery and a branch, addresses for these two sites being:

Croft House, Manchester Road, Slaithwaite, Huddersfield, West Yorkshire, HD7 5JY (Main)

Marsden Health Centre, Marsden, Huddersfield, HD7 6DF (Branch)

The website address for the practice is [www.colnevalleydoctors.co.uk](http://www.colnevalleydoctors.co.uk)

The practice is registered with the Care Quality Commission to provide the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Surgical procedures
- Family planning

The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England.

The Public Health National General Practice Profile shows that around 3% of the practice population are of black or other ethnic minority origin.

The practice provides a range of enhanced services such as extended hours, minor surgery and childhood immunisations.

Colne Valley Family Doctors is a training practice and hosts a range of clinical and non-clinical staff. There are three GP partners (one female, two male), one female salaried GP, a pharmacist and pharmacist assistant, three female practice nurses and three female healthcare assistants. These staff are supported by a practice manager, an office co-ordinator, a medical secretary and an experienced team of reception and administration staff.

The practice is open between 8am to 6pm Monday to Friday. For patients who are unable to attend the surgery to see the doctor or nurse during normal office hours, the practice run an extended hours clinics every week. This is offered on a Thursday morning at Marsden Health Centre and patients can book an appointment with a GP, practice nurse or health care assistant.

When the practice is closed, out-of-hours services are provided by Local Care Direct Limited.

At the time of our inspection Colne Valley Family Doctors had recently merged with another local practice, Marsden Health Centre.

When we returned to the practice for this inspection, we checked, and saw that the previously awarded ratings were displayed, as required, in both the practice premises. The overall rating was displayed on the practice website with a link to the inspection report.