

Croft Medical Centre

Inspection report

5 Cobcroft Road
Huddersfield
HD2 2RU
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Date of inspection visit: 1 December 2022
Date of publication: 23/12/2022

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 comprehensive inspection at Croft Medical Centre on 30 November 2022 and 1 December 2022. Following this inspection, we rated the location as good overall, and for all key questions:

Safe - Good

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Why we carried out this inspection

This announced comprehensive inspection was carried out following changes to the provider's registration. This was the first inspection since this change.

How we carried out the inspection

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 some 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 shorter site visit.
- Reviewing staff questionnaires.

Our findings

We based our judgement of the quality of care at this service 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 found that:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.

Overall summary

- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a programme of quality improvement activity, including clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff involved and treated people with compassion, kindness, dignity and respect.
- The practice had engaged with the local community and delivered some health awareness sessions at the local mosque as part of a health inequalities initiative.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.

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

- Continue to monitor and make improvements to increase the uptake of childhood immunisation and cervical screening.
- Continue with efforts to encourage and record patients who have identified as carers.
- Continue with the drive to recruit and form a Patient Participation Group representative of the practice population.

The evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector who spoke with staff using video conferencing facilities. An onsite inspection was undertaken by a CQC lead inspector and a second inspector. 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.

Background to Croft Medical Centre

Croft Medical Centre is situated in a new purpose-built medical centre at 5 Cobcroft Road, Huddersfield HD2 2RU. There is a branch surgery at Brook Street Medical Centre, Thornton Lodge, Huddersfield, HD1 3JW which was also visited as part of the inspection. Patients can access appointments at either site.

The practice provides services to 6,454 patients. It holds a Primary Medical Services (PMS) contract with NHS West Yorkshire Integrated Care Board (ICB).

Croft Medical Centre is registered as an organisation with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The service undertakes non-therapeutic male circumcision on infants under the age of 1 year old on a private, fee-paying basis under their registration for the Regulated Activity surgical procedures.

The practice opening times at the main surgery are Monday to Friday 8am to 6.30pm. The practice provides pre-bookable extended access appointments on Tuesday from 6.30pm to 8pm and Thursday from 6.30pm to 7.30pm, which includes appointments with the advanced clinical practitioner, practice nurse, healthcare assistant and phlebotomist. The branch surgery which is situated 1 mile from the main surgery is open Monday to Friday from 9am to 1pm.

Additional pre-bookable extended access appointments are provided on Saturdays from 9am to 5pm. These are provided by each of the 6 practices in the Greenwood primary care network (PCN) on a rotational basis.

The practice team consists of 2 male GP partners, an advanced clinical practitioner, a practice nurse, a healthcare assistant and a phlebotomist. The practice also engages a locum pharmacist and advanced clinical practitioner. There is a Practice Manager and 10 administrative/reception staff. The practice has PCN staff which includes pharmacy support, a physician associate, a social prescriber, a mental health practitioner and first contact physiotherapy.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (based on 1 to 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 47% White, 40% Asian, 6% Black, 4% Mixed and 3% Other.