

Cook Lane Surgery

Inspection report

Cook Lane
Heckmondwike
WF16 9JG
Website: albionstreetsurgery.co.uk

Date of inspection visit: 13 December 2018
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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?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Cook Lane Surgery on 13 December 2018. We carried out this inspection as part of our inspection programme. The practice is newly registered with the Care Quality Commission. Our inspection team was led by a CQC inspector. The team also included a GP specialist advisor.

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 concluded that:

- Systems were in place to report, record and act upon adverse incidents as well as positive events within the practice. We saw that improvements were made, as necessary, following such incidents.
- Patients told us they were able to access appointments when they needed them.
- Quality improvement activity monitored the effectiveness and care provided to patients.
- We observed practice staff interacting with patients in an empathetic and supportive manner.
- We heard of examples of how staff were encouraged to develop and extend their knowledge and expertise.
- Staff were positive about working at the practice and described a supportive and open leadership team.

However, we also found that:

- Communication systems were not always sufficiently clear. Processes for updating staff in relation to key updates, such as National Institute for Health and Care Excellence (NICE) guidance, were not in place.

The areas where the provider **should** make improvements are:

- Develop systems to update all staff; including sessional and part time staff, on key quality and performance issues, such as NICE guidance and other clinical internal and external issues.
- Ensure that Parliamentary and Health Services Ombudsman (PHSO) details are included on all correspondence relating to patient complaints.
- Develop and maintain systems for collating verbal and informal complaints.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team also included a GP specialist advisor.

Background to Cook Lane Surgery

Cook Lane Surgery was previously known as Albion Street Surgery. The practice is located at Cook Lane, Heckmondwike, WF16 9JG. The practice forms part of a 'cluster' of three local practices, Cook Lane Surgery, Healds Road Surgery and Liversedge Health Centre. These practices operate as individual practices, but share some back office functions, with some clinical staff covering across the sites.

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

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

There are currently 2,576 patients registered at the practice. The practice provides Primary Medical Services (PMS) under a locally agreement with NHS England.

The Public Health National General Practice Profile shows that around 29% of patients are of Asian origin; with just over 1% of mixed ethnicity. The level of deprivation within the practice population is rated as four, on a scale of one to ten. Level one represents the highest level of deprivation; and level ten the lowest.

The age/sex profile shows a higher than average number of females aged between five and 14 years registered at the practice. The average life expectancy for patients at the practice is 78 years for men and 81 years for women, compared to the national average of 79 years and 83 years respectively.

The practice offers a range of enhanced services which includes childhood vaccination and immunisation and minor surgery.

The clinical team comprises two GP partners, both male, and one female salaried GP, one practice nurse and one health care assistant, both female. Further clinical support is provided by sessional advanced clinical practitioners and locum GPs. Non-clinical support is provided by an on-site reception manager, responsible for the day to day running of the practice. They are supported by a practice manager who oversees all three of the cluster practices, and an operations manager who also oversees all three practices. Cook Lane Surgery also has a small team of administrative and reception staff. The GP partners divide their time between the three cluster practices, whilst the salaried GP carries out all sessions at Cook Lane Surgery.

The practice is open between 8am and 7.30pm on Monday; and between 8am and 6pm Tuesday to Friday. The practice is accessible to patients with mobility problems, or those who use a wheelchair. Parking is available on site, with allocated disabled parking spaces.

Out of hours care is provided by Local Care Direct which is accessed by calling the surgery number, or by calling the NHS 111 service.