

Rose Medical Practice

Inspection report

140 Fitzwilliam Street
Huddersfield
HD1 5PU

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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Rose Medical Practice on 14 and 15 September 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 short 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 championed initiatives to ensure the needs and preferences of different people were taken into account when delivering and coordinating services.
- Patient outcomes for access and responsive services were above local and national averages.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Continue to monitor and make improvements to increase the uptake of cervical cancer screening.
- Implement a process to formally document the reviews of the consultation notes and prescribing of the non-medical prescribers.

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 CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke to the lead GP and completed clinical searches and records reviews without visiting the location.

Background to Rose Medical Practice

Rose Medical Centre is located at 140 Fitzwilliam Street, Huddersfield, HD1 5PU. The practice is situated within a converted end terraced property. Patient services are delivered from the ground and first floors of the building, which are accessible by stairs.

The practice is located within the Kirklees Health and Care Partnership which is part of the NHS West Yorkshire Integrated Care Board (formerly known as NHS Kirklees Clinical Commissioning Group). The practice holds a General Medical Services (GMS) contract and provides services to a patient population of about 2,600.

The provider is registered as a partnership with the Care Quality Commission (CQC) to deliver the Regulated Activities of diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is part of a wider network of GP practices which forms the Tolson Care Partnership primary care network (PCN), which includes seven other practices.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile. 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 65% White, 22% Asian, 6% Black, 5% Mixed and 2% Other.

The practice team consists of a male and female GP partner, two practice nurses and a healthcare assistant. The clinical team are supported by a practice manager and five administrative/receptionist staff. The practice has pharmacy support through the primary care network (PCN).

The practice is open between 8am to 6pm Monday to Friday. The practice provides pre-bookable extended access appointments on Tuesday from 6pm to 8.30pm. Additional pre-bookable extended access appointments are available at a nearby practice provided by the GP federation.