

The Plane Trees Group Practice

Inspection report

51 Sandbeds Road
Pellon
Halifax
West Yorkshire
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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 The Plane Trees Group Practice on 17 January 2019 as part of our inspection programme.

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
- information from the provider, patients, public and other organisations.

We have rated this practice as good overall and good for all population groups. The practice was previously inspected by the Care Quality Commission in May 2015 and rated as good overall.

We concluded that:

- There were clear systems in place to report, record and learn from significant incidents. We heard of examples where systems had been improved following such events.
- There was a strong emphasis on training and development in the practice. Staff at all levels were encouraged to undertake accredited training applicable to their role on a regular basis.
- There was an inclusive leadership model, with clear staff engagement activities in place.
- A range of quality improvement and medicines management activity demonstrated improved patient outcomes.
- Feedback from patients was positive in relation to their experience at the practice.

We saw areas of outstanding practice:

- The practice participated in the Syrian Vulnerable Persons Resettlement Programme. With support from Home Office funding, the practice ensured this group of patients' physical, emotional and social needs were met, with the support of local services.
- The practice had a proactive approach to learning and training. Staff at all levels were encouraged to undertake accredited training over a two-year period. All new recruits were advised of this expectation. A graduation ceremony was held each year to celebrate staff achievements.

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

- Continue to carry out repairs and renovations to premises where planned.
- Review staff immunisation status in line with Department of Health guidance.
- Improve communication with patients following complaints by including Parliamentary and Health Services Ombudsman (PHSO) details on written communication.

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

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 included a GP specialist advisor and a second CQC inspector.

Background to The Plane Trees Group Practice

The Plane Trees Group Practice is located at 51 Sandbeds Road, Pellon, Halifax HX2 0QL. The website for the practice is

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

- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Maternity and midwifery services
- Family planning

In addition, the practice carries out vasectomy treatments, available to patients within the Calderdale area, under the terms of a separate contract with the Clinical Commissioning Group (CCG).

There are currently 8,450 patients registered at the practice. 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 13% of the practice population are of Asian ethnicity, with approximately 2% of black or other mixed ethnicity, the remainder being of white ethnicity. The age/sex profile of the patient population is in line with national averages. The level of deprivation within the practice population is rated as three, on a scale of one to ten; level one representing the highest level of deprivation, and level ten the lowest.

The average life expectancy for patients registered at the practice is 78 years for men and 82 years for women, compared to the national average of 79 years and 83 years respectively.

The practice offers a range of enhanced services which include minor surgery and childhood immunisations.

The clinical team is made up of four GP partners, three female and one male; one male salaried GP and two regular locum GPs, one male and one female. There are also two advanced clinical practitioners, one from a physiotherapy background and one from a pharmacy background. There are also three female practice nurses, one of whom was undertaking nurse practitioner training at the time of our visit, and a female practice assistant, acting as support to the nursing team.

The clinical team is supported by a practice manager, operations manager, clinical administrator, patient advisors and secretarial staff.

Practice opening times are Monday to Friday 8am to 6.30pm. Extended pre-bookable appointments are also available on Monday, Tuesday and Wednesday from 7am.

The practice is housed in a two-storey, purpose built building. All patient consultation rooms are located on the ground floor and are accessible to patients with disabilities, or those who use a wheelchair. Parking is available on site, with dedicated disabled spaces available.

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

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.