

Kippax Hall Surgery

Inspection report

54 High Street
Kippax
Leeds
West Yorkshire
LS25 7AB

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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 responsive?

Good 

Are services well-led?

Good 

Overall summary

As part of our inspection programme we carried out an announced focused inspection at Kippax Hall Surgery on 18 July 2019.

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, responsive and well-led.

We based our judgement on 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
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- There was a range of risk assessments regarding the new building works, to minimise risks to the health and safety of patients and staff, and disruption to the service delivery.
- There was provision of continuity of care for existing patients, whilst also managing the care and treatment of newly registered patients.
- There was a comprehensive system in place for the review and management of NICE guidance, local guidelines, protocols and pathways to ensure effective care and treatment were provided for patients.
- There was evidence of quality improvement, which included a programme of audit and benchmarking against other practices.

- Patients received structured reviews of their care and treatment and received advice and support to manage their symptoms.
- The practice was above the national target for the uptake of childhood immunisations and cancer screening programmes.
- When a member of staff acted in the capacity of a chaperone, they wore a tabard and badge citing 'chaperone'. This enabled patients to identify that the member of staff was carrying out the role.
- Patients were positive about the practice. Patient satisfaction was maintained during the challenging period and was above the local average in some areas.
- Support for staff was positive. There was a comprehensive staff development process, which included assessment of competency and identification of areas for further development. Leaders and managers were extremely praising of staff. There was a team ethos of working together to provide high-quality services for patients.

We saw the following area of outstanding practice:

- The provider was able to demonstrate there had been strong collaboration, team-working and support across all functions when they had been faced with a sudden, significant influx of new patient registration requests. As a result of this the quality of care and patients' experiences had been sustained during this challenging period.

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

Dr Rosie Benneyworth BM BS MDedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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) inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Kippax Hall Surgery

Kippax Hall Surgery, 54 High Street, Kippax, Leeds LS25 7AB is a GP practice located in the centre of Kippax. Kippax is a large village in the Leeds district of West Yorkshire. There are a range of shops and a pharmacy nearby. There are transport links to Leeds city centre and Leeds General Infirmary, which are approximately ten miles away.

The purpose-built premises are owned by the GP partners. There are toilet facilities and a low-rise reception desk to support easy access for patients in wheelchairs. There is a hearing loop available in the practice, disabled access and car parking onsite.

Kippax Hall Surgery is situated within Leeds Clinical Commissioning Group (CCG) and a member of a federation of practices across Leeds. They are also part of a primary care network (PCN) of local practices who work together to improve services for their patient populations. The practice provides services to approximately 6,203 patients under the terms of a locally agreed NHS General Medical Services (GMS) contract.

The patient population is predominantly of white ethnicity (98%), with the remaining patients from a Black, Asian and Minority Ethnic (BAME) origin. There are some variables compared to the local CCG averages, for example:

- 28.4% of patients are aged 65 years and over (CCG 24.1%)
- 0.7% working status is classed as unemployed (CCG 5.3%)
- Prevalence of obesity in patients aged over 18 years is 15.3% (CCG 10.9%)
- Prevalence of hypertension is 16.8% (CCG 13.1%)
- 1% of patients reported to have dementia (CCG 0.4%)

The National General Practice Profile shows the level of deprivation within the practice demographics as being rated seven. (This is based on a scale of one to ten, with one representing the highest level of deprivation.)

The practice clinical team consists of two GP partners (one male, one female), two salaried GPs (one male, one female), two practice nurses, two healthcare assistants and one phlebotomist (all female). The non-clinical team consists of a practice manager and a range of reception and administration staff.

The practice opening hours are 8am to 6pm Monday to Friday, with 7.30am opening on Tuesday, Wednesday and Thursday. Patients have access to extended evening and weekend appointments via a local “hub” of practices.

The provider of the service is registered with CQC to deliver the regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The previous inspection ratings were displayed both in the practice and on their website.

Since 2018, the practice patient list size has increased by approximately 1,200 patients due a local practice closing, with over 700 people wanting to register with the practice within the space of a week. This coincided with the retirement of one of the GP partners. Consequently, this led to an increased demand on GP services. The practice took steps to manage this influx of patients and worked cohesively as a team to ensure services continued for both their existing and newly registered patients.

Additional clinical sessions were made available, utilising existing clinicians and employing a regular group of GP locums who were familiar with the practice. Additional non-clinical staff were employed on a temporary basis to support making up new patient registration packs, summarising patient records and organising appointments.

In addition, they had plans to expand the premises, which incorporated additional consulting rooms. Building work commenced in January 2019. The work had been expected to have been completed by the end of June but due to unforeseen circumstances there has been a delay. This, in turn, has prevented them from recruiting some additional clinical staff until the rooms have been completed. During our inspection, we noted there was minimal disruption to the practice and patients.