

# Addingham Medical Centre

## Inspection report

151a Main Street  
Addingham  
Ilkley  
LS29 0LZ  
Tel: 01943830367  
[www.addinghamurgery.co.uk](http://www.addinghamurgery.co.uk)

Date of inspection visit: 21 July 2023  
Date of publication: 08/09/2023

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 Addingham Medical Centre on 20 and 21 July 2023. Following this inspection, we rated the location as good overall.

Safe - Good

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 7 March 2016 when this location was registered with CQC under a different provider, the practice was rated as good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Addingham Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection due to the change in provider for this location.

This included:

- Conducting 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

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Data indicated that patient satisfaction in relation to care was in line with or better than local and national averages for several years.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The practice carried out a lot of work for their palliative and end of life care patients, including weekend home visits. The practice had achieved a good position on the palliative care dashboard for 2022-2023 (the palliative care dashboard employs regionally gathered statistics to identify best practice in palliative care at general practice level across the Integrated Care Board).
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to take steps to improve the documentation of staff immunisation status.
- Implement systems to ensure that all significant events and complaints are recorded and analysed, and that learning is shared across the team.
- Take steps to complete and embed all remaining actions identified through risk assessments and audits, and document the actions taken.

**Details of our findings and 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 Health Care

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector who spoke with staff using video conferencing facilities and conducted an onsite inspection. 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 Addingham Medical Centre

Addingham Medical Centre is located at 151A Main Street, Ilkley, West Yorkshire, LS29 0LZ. It is a purpose-built medical centre with an adjoining pharmacy. The premises have disabled access and upper floors can be accessed either by the stairs or lift. All clinical rooms are based on the ground floor.

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and delivers Primary Medical Services (PMS) to a patient population of 3,323.

The provider is registered with 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 practice is part of a wider network of GP practices, known as a Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in decile 10 (on a scale of 1 to 10). The lower the decile the more deprived the practice population is. According to the latest available data, the ethnic make-up of the practice area is 99% white.

The practice team consists of 1 GP who is the sole provider, 1 salaried GP, 1 GP registrar, 2 nurses, 1 advanced clinical practitioner, 1 healthcare assistant, a practice manager and 7 reception staff members. The practice has support from the PCN in the form of pharmacists, physiotherapists, mental health coaches and a social prescriber. The practice also hosted other services including midwifery and podiatry.

The practice opening times are Monday to Friday 8am to 6.00pm. Appointment times are between 8am to 5pm, with later appointments available with the physiotherapists and pharmacists. Out of hours services, including weekend appointments, are provided by Local Care Direct. Patients can book appointments at the practice, via telephone, or online, and these can be booked on the day or in advance. The practice offers both face to face and telephone appointments.