

Shephall Health Centre

Inspection report

Ridlins End
Stevenage
SG2 9QZ
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Date of inspection visit: 19 June 2019
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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 Shephall Health Centre on 19 June 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to take steps to maintain staff vaccination records in line with national guidance.
- Continue to take steps to improve patient uptake to national cancer screening programmes.
- Improve the DBS process in order to determine the frequency of a DBS check for relevant staff members.
- Improve the system in place to ensure vaccines remain within the recommended temperature range.

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

Dr Rosie Benneyworth BM BS BMedSci 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 CQC lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to Shephall Health Centre

Shephall Health Centre is located at Ridlins End, Stevenage, Hertfordshire, SG2 9QZ.

The provider is registered with CQC to deliver five Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Shephall Health Centre moved to new purpose-built premises in December 2016 and provides services on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 8,374 patients.

Shephall Health Centre is within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of five GP Partners; three of which are male and two are female. The practice employs a clinical pharmacist who works one day a week. There are two practice nurses, one health care assistant, a practice manager and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than average number of patients aged zero to 18 years old and a slightly lower than average number of patients aged 65 to 74 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 10.5% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.