

Valley View Surgery

Inspection report

Undercliffe Health Care Centre
17 Lowther Street
Bradford
West Yorkshire
BD2 4RA
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www.valleyviewsurgery.nhs.uk

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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

We carried out an announced focused inspection at Valley View Surgery on 31 October 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 effective, responsive and well led.

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:

- Patients received effective care and treatment that met their needs. Individual needs were assessed and responded to.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was compassionate, supportive, inclusive and effective leadership.

We found one area of outstanding practice.

- The practice considered the holistic needs of their patients and gave continuous support to their patient participation group and their patient champions who

could use an appropriate room for meetings and get together. This alliance focused on the physical and mental wellbeing of patients in a highly deprived area with a number of initiatives to combat ill health, loneliness and vulnerability. These included weekly 'knit and natter sessions', coffee mornings held to raise awareness of relevant health issues such as diabetes and tuberculosis, working in partnership with a women's refugee society and offering Pilates classes to patients. The practice had also offered English classes and Urdu classes in partnership with a women's organisation.

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

- Improve the uptake of childhood immunisations at the practice and ensure that the World Health Organisation minimum target of 90% is met.
- Continue to review and improve the uptake of cancer screening at the practice including breast, bowel and cervical screening.
- Continue to review and respond to the GP Patient Survey so that they can meet the needs of their patient population.

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 second CQC inspector.

Background to Valley View Surgery

Valley View Surgery is situated within Undercliffe Health Care Centre, 17 Lowther Street Bradford West Yorkshire BD2 4RA, and provides services for 6,531 patients. This is a purpose built health centre, which is accessible with car parking and an onsite pharmacy. The surgery is accessible by public transport.

The surgery is situated within the Bradford City Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract.

This is a contract between general practices and primary care organisations for delivering services to the local community.

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

Over 35% of the practice population is aged under 18, with less people aged over 44 than the national average. Only 6% of the practice population is aged over 65 which is comparable to the CCG average of 6.3% but below the England average of 17.3%.

The National General Practice Profile states that 59% of the practice population is from an Asian background with a further 7% of the population originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Male life expectancy is 74 years compared to the national average of 79 years. Female life expectancy is 79 years compared to the national average of 83 years.

Valley View Surgery is a partnership consisting of two full time female GPs. There is a male salaried GP who works two sessions per week. In addition, there is one full time ANP, a practice nurse and two full time healthcare assistants (HCA) all of whom are female. There is also a full-time practice manager who was on maternity leave at the time of our inspection and the role was covered by the assistant practice manager and data quality lead. A small team of reception and administration staff supported the clinical team.

The reception at Valley View Surgery is open between 8.30am and 6pm Monday to Friday. Appointments are available during morning and afternoon clinics.

Pre-bookable appointments were available to all patients at additional locations within the area, as the practice was a member of a GP federation. Appointments were

available between 6.30pm and 9.30pm Monday to Friday and Saturday and Sunday 10am until 1pm. Patients could see a range of practitioners including a physiotherapist, a mental health worker, a phlebotomist, nurses and GPs.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.