

Dr Shepherd & Partners

Inspection report

The Filey Surgery
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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 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 Safe, Effective 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:

- 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:**

- Review and improve the monitoring of controlled medicines.
- Review and improve the process of identification of risk assessments.
- Review and improve the process for monitoring and improving exception reporting.
- Review and improve the uptake of children's immunisations.

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 and pharmacist specialist advisor and a second CQC inspector.

Background to Dr Shepherd & Partners

Dr Shepherd & Partners also known as Filey Surgery is in the coastal town of Filey, North Yorkshire. The surgery has good transport links and there is a pharmacy located nearby.

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

Filey Surgery is situated within the Scarborough and Ryedale Clinical Commissioning Group (CCG) and provides services to 9,069 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider has three GP partners and three salaried GPs. The practice employs a paramedic, pharmacist, advanced nurse practitioner, four extended role nurses, two practice nurses, four health care assistants, three dispensers and a phlebotomist. The practice also

employs a practice manager and a range of administration managers and staff. The practice is a training practice and there are two GP registrars working at the practice. Hull and York Medical School also uses the practice as a placement for year three and five students.

There are a higher than average number of patients over the age of 65, and fewer patients aged under 18 than the national average. The National General Practice Profile states that 99.1% of the practice population is from a white background with a further 0.5% of the population originating from a mixed or other non-white ethnic group. Information published by Public Health England shows the level of deprivation within the practice population group is five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.