

# Meadowgreen Health Centre

## Inspection report

1 Dyche Close

Sheffield

S8 8DJ

Tel: 01142378877

[www.meadowgreenhealthcentre.co.uk](http://www.meadowgreenhealthcentre.co.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 responsive to people's needs?

Good



# Overall summary

We undertook a targeted assessment of the responsive key question at Meadowgreen Health Centre. The rating for the responsive key question is Good. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe – not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - Good

Well-led - not inspected, rating of good carried forward from previous inspection

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

## **Why we carried out this assessment.**

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

## **How we carried out the assessment**

- This assessment was carried out without a site visit.
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

## **Our findings**

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- Patients could access care and treatment in a timely way. The provider had implemented new systems and processes to improve access and were continually reviewing patient feedback to drive improvement.

**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 CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to Meadowgreen Health Centre

Meadowgreen Health Centre is located in Sheffield at 1 Dyche Close, Sheffield S1 8DJ with a branch site at The Avenue Medical Practice, 7 Reney Avenue, Greenhill, Sheffield S8 7FH. Patients can access services at either practice.

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 and surgical procedures.

The service is situated within the South Yorkshire Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of 18,960 patients. This is part of a contract held with NHS England. The practice is also part of a wider Primary Care Network made up of local GP practices who provide shared services to their patients.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available ethnicity data, the registered population consists of approximately 93.8% white with the remaining 6.2% of Asian and mixed ethnicity.

There is a team of 6 GP partners, 9 salaried GPs and 4 GP registrars who provide cover at both practices. The practice has 2 advanced nurse practitioners and a team of 9 practice nurses, 4 health care assistants, 2 physician assistants and 1 phlebotomist. The GPs are supported at the practice by 2 practice managers and a team of reception and administration staff. The practice managers are based at the main location to provide managerial oversight but do visit the branch site regularly.

Both sites are open 8.15am to 6.30pm Monday to Friday.

Weekend and evening appointments are offered at one of the satellite clinics in Sheffield, in partnership with other practices in the area. When the practice is closed, patient calls are automatically transferred to the Sheffield Out of Hours Service which is located at the Northern General Hospital.