

York Road Surgery

Inspection report

York Road
Rotherham
S65 1PW
Tel: 01709836290
www.yorkroadgpsurgery.co.uk

Date of inspection visit: 6-7 December 2022
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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?

Requires Improvement 

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 York Road Surgery on 6 and 7 December 2022. Overall, the practice is rated as good.

- Safe - requires improvement
- Effective - good
- Caring - good
- Responsive - good
- Well-led - good

Why we carried out this inspection

This was our first inspection of the practice since their new registration with CQC in November 2021.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

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 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.
- 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.

We found the following areas of outstanding practice:

- The practice was responsive to patient demand and quickly adjusted its services to ensure patients could access services when they needed to. We saw examples of where the practice had worked to put on additional GP sessions for later the same day where high demand was seen. We saw the practice maintained excellent appointment availability across all clinical roles, with routine appointments generally available within 24 hours of a request.

Overall summary

- The practice took a proactive approach to the management of patients with long term conditions, in particular with asthma. We saw staff placed patients at the centre of their care and took the time to fully understand their care needs and requirements. Staff helped to educate patients on their condition and took the time to ensure patients were confident in using all medicines and equipment prescribed to them, such as inhalers. By undertaking a thorough and effective asthma review, staff explained how they aimed to reduce the frequency in which patients required rescue steroids or further treatment.
- Staff had created a number of practice-specific minor treatment policies, which were linked to the Clinical Knowledge Summaries (CKS) issued by the National Institute for Health and Care Excellence (NICE). Examples included minor treatment policies for the management of fever and epistaxis.

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

- Improve recruitment systems to ensure all staff have received all vaccinations and immunisations as appropriate for their role, and training completed by locum GPs is recorded effectively.
- Improve the quality of medication reviews to ensure reviews cover all prescribed medicines, including any monitoring requirements of high risk medicines.
- Improve medicine management systems to ensure emergency medicines are stored in line with recommendations, records of blank prescriptions are accurate, and historic safety alerts are routinely reviewed.
- Implement a system of formalised and regular clinical supervision for all non-medical prescribers.
- Improve the uptake rates of childhood immunisation and cervical cancer screening.
- Implement a formal clinical audit programme, with second cycle audits undertaken to check for any required improvements.
- Develop a practice vision, in collaboration with feedback from staff and patients, that is supported by a credible strategy.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 York Road Surgery

York Road Surgery is located in Rotherham, South Yorkshire at:

- York Road Surgery, York Road, Rotherham, S65 1PW.

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

The practice is situated within the South Yorkshire Integrated Care System and delivers personal medical services (PMS) to a patient population of approximately 4,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, as the practice is one of seven member practices of the 'Wentworth 1' primary care network.

Information published by the Office for Health Improvement and Disparities shows the deprivation within the practice population is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 78.7% White, 14.5% Asian, 2.4% Black, 2.2% Mixed and 2.2% Other.

The practice had a significantly higher percentage of young people and a lower percentage of working age and older people registered at the practice compared to local and national averages.

There is a team of one GP, who is supported by several regular locum GPs. The practice has a team of three nurses and advanced nurse practitioners, who are supported by one healthcare assistant. The practice manager and deputy practice manager provide managerial oversight and manage a team of reception staff and care coordinators.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Connect Healthcare Rotherham CIC, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.