

The Nook Surgery

Inspection report

Salendine Shopping Centre
144 Moor Hill Road
Huddersfield
HD3 3XA
Tel: 01484463350

Date of inspection visit: 29 June 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?		Good	
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 The Nook Surgery on 28 and 29 June 2022. Following this inspection, we rated the location as good overall, and for all key questions:

Safe - Good

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Why we carried out this inspection

This announced comprehensive inspection was carried out due to a change in provider for this service. This was the first rated inspection since this change.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting some staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Reviewing staff questionnaires.

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 have rated this practice as good overall.

We found that:

Overall summary

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a programme of quality improvement activity, including clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff involved and treated people with compassion, kindness, dignity and respect.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.

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

- Formalise the system for summarising new patient medical records.
- Continue to monitor and make improvements to increase the uptake of cervical screening.
- Improve the identification of carers on the practice register.
- Continue with the drive to recruit and form a Patient Participation Group

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

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 to the lead GP and completed clinical searches and records reviews without visiting the location.

Background to The Nook Surgery

The Nook Surgery is located at the Salendine Shopping Centre, 144 Moor Hill Road, Huddersfield, HD3 3XA. The practice provides services to approximately 3400 patients. It holds an Alternative Provider Medical Services (APMS) contract with NHS Kirklees Clinical Commissioning Group (CCG).

The Nook Surgery is managed by an individual provider who is registered with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice opening times are Monday to Friday 8am to 6.30pm. Pre-bookable extended access appointments are available on Monday to Thursday from 6.30pm to 7pm. Out-of-hours treatment is provided by Local Care Direct, which can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

The practice team consists of a male lead GP who provides oversight to the service, two male and one female long-term locum GP, an advanced nurse practitioner, a practice nurse, a healthcare assistant and two pharmacists. The clinical team are supported by a practice manager, an operations manager and four administrative/receptionist staff.

The practice is located on the outskirts of Huddersfield in a semi-rural area with average levels of deprivation. The population is mainly white British with some south Asian patients registered.