

# The Surgery York Road

## Inspection report

York Road  
Rotherham  
S65 1PW  
Tel: 01709836290

Date of inspection visit: 11/06/2021  
Date of publication: 07/07/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced remote inspection of The Surgery York Road on 11 June 2021.

During our last comprehensive inspection of the practice in November 2018 (when it was registered with CQC as Dr Naranammalpuram Srinivasan), the practice was rated as good overall but as requiring improvement for the provision of effective services. During a subsequent follow-up inspection in July 2020, it was rated as good overall and for the effective key question.

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

## Why we carried out this inspection

This inspection was a focused inspection to follow up on concerns we received about the practice.

## How we carried out the inspection/review

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 remotely. This was with consent from the provider and in line with all data protection and information governance requirements. We focused our assessment on the safe and well-led key lines of enquiry.

This included:

- Conducting staff interviews using video conferencing
- Requesting evidence from the provider
- Sending electronic staff questionnaires to all staff employed at the practice

## 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 did not rate this practice following this inspection.

We found that:

- There were adequate systems to assess, monitor and manage risks to patient safety.
- There was compassionate, inclusive and effective leadership at all levels.
- The practice had a culture which drove high quality sustainable care.
- The practice had systems in place to continue to deliver services, respond to risk and meet patients' needs during the pandemic.
- The provider's registration with the Commission was not correct and did not reflect recent changes to their partnership.

# Overall summary

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

- Review their whistleblowing and speaking up policy to ensure it contains accurate and up-to-date contact details, and includes details for the practice's nominated Freedom to Speak Up Guardian.

**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

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team comprised of a lead CQC inspector and a second CQC inspector, who both spoke with staff using video conferencing facilities.

## Background to The Surgery York Road

The Surgery York Road is located in Rotherham at:

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

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures; family planning services; maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury. The practice is registered as a partnership between two Registered Managers; however, at the time of our review, we saw one of the Registered Managers had left the practice and saw the provider's registration had not been updated.

The practice offers services from the main practice location only and operates from 8am to 6.30pm every weekday.

The practice is situated within the NHS Rotherham Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 4,500. This is part of a contract held with NHS England.

The practice is part of the Wentworth 1 Primary Care Network, which consists of seven member practices with a total patient population of approximately 56,000.

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

According to the latest available date, 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.

There is a team of three GPs, which includes two locum GPs. The practice has a team of three nurses and one healthcare assistant who provide nurse-led clinics for the management of long-term conditions. The GPs are supported at the practice by a team of reception and administration staff. The practice manager is based at the practice to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

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