

Spa Surgery

Inspection report

205 High Street
Wetherby
LS23 6PY
Tel: 01937842842
www.bostonspasurgery.co.uk

Date of inspection visit: 23 November 2023
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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 Spa Surgery on 22 and 23 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 1 February 2017, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Spa Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was due to the length of time since the last inspection.

This inspection was a comprehensive inspection, therefore we inspected all of the following key questions:

Safe

Effective

Caring

Responsive

Well-led

How we carried out the inspection/review

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 in person and using video conferencing.
- Staff questionnaires circulated prior to the inspection.
- 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.

Overall summary

- Requesting evidence from the provider.
- Reviewing feedback from patients via the CQC share your experience forms.
- A short 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. The majority of feedback we received from patients was positive about the way they were treated by staff at the practice.
- Patients could access care and treatment in a timely way.
- The practice was responsive to the needs of the local population and tailored services in response to patient needs. For example, the practice offered an in-house Women's Health Clinic to support patients with symptoms of perimenopause and menopause.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Improve the system for adding alerts to family members of patients on the safeguarding register.
- Improve the process for capturing immunisation of non-clinical staff in line with The Green Book Immunisation Against Infectious Diseases.
- Review and complete actions identified as part of the fire risk assessment on completion of the building works.

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 Care Quality Commission (CQC) inspector who spoke with staff in person and 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 and a CQC Regulatory Co-Ordinator who supported the site visit.

Background to Spa Surgery

Spa Surgery is located at 205 High Street, Boston Spa, Wetherby, LS23 6PY.

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

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) services to a patient population of 6,713.

The practice is part of a wider network of GP practices working together, as a Primary Care Network (PCN), to offer a greater range of services to the local community. Spa Surgery is a member of the Wetherby PCN.

Information published by the Office for Health Improvement and Disparities, rates the level of deprivation within the practice population as 10, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.

According to the latest available data, the ethnic make-up of the practice area is 97% white, 1% Asian with a further 2% originating from mixed, or other non-white ethnic groups.

Care at the practice is provided by 4 GP partners, 2 salaried GPs, 2 nurses and 1 healthcare assistant. The team is supported by a practice manager and a team of reception and administrative staff.

The practice also has access to a pharmacist, 2 occupational therapists, 2 care co-ordinators, a paramedic and an advanced practitioner.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Enhanced access is provided locally by Leeds GP Confederation, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.