

Guiseley and Yeadon Medical Practice

Inspection report

Yeadon Health Centre
South View Road, Yeadon
Leeds
West Yorkshire
LS19 7PS
Tel: 01138879742

Date of inspection visit: 11 Aug to 18 Aug 2020
Date of publication: 22/09/2020

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Guiseley and Yeadon Medical Practice on 22 August 2019. The overall rating for the practice following that inspection was inadequate and the practice was placed into special measures.

We identified a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Good governance and issued a warning notice to the provider as a result of this.

We carried out a further focused inspection on 13 February 2020 to check whether the provider had taken steps to comply with the legal requirements of the warning notice and found that the provider had taken sufficient action to comply with the regulation. This inspection was not rated.

This inspection was an announced comprehensive inspection to review the practice's response to the breach of regulation identified at our previous inspection, and to review other improvements and changes made within the practice.

We took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering how we carried out this inspection. We therefore undertook some of the inspection processes remotely and spent less time on site. We conducted staff interviews on 13 to 17 August 2020 and carried out a site visit on 18 August 2020.

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 and good for all population groups.

We found that:

- Improvements had been made to all governance and leadership aspects of the practice. All staff we spoke with felt supported and were happy in their roles.

- There were comprehensive policies and procedures in place to support the organisational running of the practice.
- The practice had a schedule of meetings to ensure staff were kept up to date and had the opportunity to provide feedback.
- The practice had improved the process for recording, investigating and learning from significant events and incidents.
- Training records had been reviewed and updated.
- Recruitment files were clearly organised, and contained evidence of appropriate checks having been undertaken.
- There were good processes in place for emergency equipment and medication.
- Vaccination refrigerators were well organised and there was documented evidence of appropriate checks being undertaken.
- The practice could evidence they had responded well to the challenges faced due to COVID-19, in order to keep staff and patients safe.

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

- Improve communication between whole teams to support staff integration. Particularly those who are located away from the main practice area.
- Continue to develop work with Leeds Teaching Hospital Trust Occupational Health Department to complete appropriate screening and vaccinations for all staff.
- Continue to monitor Quality and Outcomes Framework (QoF) exception reporting.
- Improve the identification and recording of carers.

I am taking the service out of special measures. This recognises the improvements made to the quality of care provided by the service. Details of our findings and evidence supporting our decisions and ratings are set out in the evidence table.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Guiseley and Yeadon Medical Practice

Guiseley and Yeadon Medical Practice is located at Yeadon Health Centre, South View Road, Leeds, West Yorkshire, LS19 7PS. The practice has good transport links and there are a range of pharmacies located within walking distance of the practice. There is also a branch site, Netherfield Road Surgery, 10 Netherfield Road, Guiseley, Leeds, LS20 9HE. We visited both sites during our inspection.

The provider is registered with the Care Quality Commission (CQC) to deliver the following Regulated Activities:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

Guiseley and Yeadon Medical Practice is situated within the NHS Leeds Clinical Commissioning Group (CCG) and provides services to approximately 11,987 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The service is provided by two GP partners (both female). The partners are supported by one salaried GP (male), three advanced nurse practitioners, three practice nurses, two healthcare assistants, a phlebotomist; one pharmacist and a pharmacy technician (all of whom are female). In addition, at the time of our inspection the practice had recruited a male paramedic to act in the role of advanced clinical practitioner. The clinical team is supported by a practice manager and an experienced team of receptionists and administrators.

The National General Practice Profile states that the practice population is predominantly white, making up 97% of the registered patient list size; 1.4% are from an Asian background with a further 1.6% of the population originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.