

# Yorkleigh Surgery - CT

## Inspection report

93 St Georges Road  
Cheltenham  
Gloucestershire  
GL50 3ED  
Tel: 01242 519049  
www.yorkleighsurgery.co.uk

Date of inspection visit: 16 Jan 2019  
Date of publication: 19/02/2019

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 comprehensive inspection at Yorkleigh Surgery-CT on 6 March 2018. The practice was rated as requires improvement for providing safe, effective and well-led services as well as overall. However, the practice was rated as good for providing caring and responsive services. The full comprehensive report of the 6 March 2018 inspection can be found by selecting the 'all reports' link for Yorkleigh Surgery- CT on our website at .

This inspection was an announced comprehensive inspection carried out on 16 January 2019. The purpose was to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations identified in our previous inspection on 6 March 2018. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective and well-led services as well as overall. The practice remains rated as good for the provision of caring and responsive services.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice was working though updating and developing risk assessments and actions had been taken to minimise risk where identified.
- The practice had reviewed its systems to ensure Patient Specific Directions (PSDs) were produced in line with

current guidelines. PSDs are written instructions, from a qualified and registered prescriber for a medicine including the dose, route and frequency or appliance to be supplied or administered to a named patient after the prescriber has assessed the patient on an individual basis.

- Recruitment files had been reviewed to ensure all specified information had been obtained and retained when recruiting staff.
- The practice had reviewed staffing arrangements and recruited additional administration staff to support with activities.
- 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 practice organised and delivered services to meet patients' needs. 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.

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

- Review arrangements so up to date information re on file for locum GPs and salaried GPs.
- Continue to implement actions to improve outcome for patients with long term conditions and review the process for excepting those patients from reviews so that exceptions are applied appropriately when necessary.
- Continue to implement actions to improve uptake for the cervical screening programme.
- Review the process for gaining written consent so that this is consistently applied to minor surgical procedures.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice manager specialist advisor and a practice nurse specialist advisor who was shadowing the team.

## Background to Yorkleigh Surgery - CT

Yorleigh Surgery-CT is located at 93 St Georges Road, Cheltenham, Gloucestershire GL50 3ED and serves a large area in and around Cheltenham including, Prestbury, Hatherley, Leckhampton and Charlton Kings. The practice's details can also be accessed via their website at: [www.yorkleighsurgery.co.uk](http://www.yorkleighsurgery.co.uk)

The practice provides its services to approximately 9,000 patients under a General Medical Services (GMS) contract to deliver health care services. (A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract)

The general Index of Multiple Deprivation (IMD) population profile for the geographic area of the practice is in the fourth less deprived decile. (An area itself is not deprived: it is the circumstances and lifestyles of the people living there that affect its deprivation score. Not everyone living in a deprived area is deprived and that not all deprived people live in deprived areas). Average male and female life expectancy for the practice is 80 and 84 years, which is above the national average of 79 and 83 years respectively.

There are two female and two male GP partners in the practice. Additionally, there is a male locum GP and a

female salaried working in the practice. There are two nurse practitioners (who were also independent prescribers), two practice nurses and one health care assistant; a phlebotomist visits the practice to carry out blood tests as required. The practice also employs a small team of reception and administrative staff including a finance manager and a reception manager. These teams are supported by a practice manager.

The practice is registered to provide the following Regulated Activities:

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

The practice provides extended hours services to its patients on a Monday 18:30 – 20:00hrs. Patients can access the out of hours services provided by Care UK via the NHS 111 service and are advised of this on the practice website.