

Dr M P Boulton and Dr S K Baddam

Inspection report

New Street Surgery
21 New St, Milnsbridge
Huddersfield
West Yorkshire
HD3 4LB
Tel: 01484 651622
www.thenewstreetsurgery.co.uk

Date of inspection visit:
Date of publication: 01/03/2019

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 Dr M P Boulton and Dr S K Baddam on 10 January 2019 as part of our inspection programme.

Our judgement on the quality of care at this service is based 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. The practice was previously inspected by the Care Quality Commission in August 2015 and rated as good overall.

We found that:

- There were clear systems in place for reporting, recording and learning from significant incidents. Staff told us they felt supported and enabled to raise issues without fear of retribution.

- There were high levels of staff and patient satisfaction. Staff were proud of the organisation as a place to work and spoke highly of the culture.
- The practice was a progressive practice and we learned that a number of trainees had remained at the practice, taking up permanent posts upon completion of their studies.
- Staff told us the leadership team was supportive and approachable.
- The involvement of other organisations, voluntary services and the local community were integral to how services were planned and ensured that services met patient's needs.

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

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

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Dr M P Boulton and Dr S K Baddam

Dr M P Boulton and Dr S K Baddam practice is situated within a purpose-built surgery in Huddersfield. There is also a branch surgery at Netherton Surgery, 327 Meltham Road, Netherton Huddersfield HD4 7EX.

The website address is www.thenewstreetsurgery.co.uk

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

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

The practice provides Personal Medical Services (PMS) for 7,413 patients across the two sites in the NHS Greater Huddersfield Clinical Commissioning Group (CCG) area.

There are three male GP partners and one female, and one female salaried GP, a nurse practitioner, two practice nurses and a healthcare assistant who all work across both sites. The administration team also work across each site. The practice manager is responsible for both sites.

The practice is open from 8.30 am to 6 pm four days per week at both sites and from 8.30am to 5pm on a Wednesday at New Street surgery and on a Friday at Netherton surgery. Clinic times are variable for each GP across both sites between 8.30am and 5.30pm and each

Each GP works at least one day per week at the branch site.

There is an emergency drop-in clinic at New Street on a Monday morning between 8.30am and 10.30am. These are held on a Tuesday if there is a bank holiday. These appointments are five minutes long, for one acute problem only and can be booked on the day by telephone or at reception. Patients are advised these appointments are not for pre-existing conditions which need a longer appointment.

Extended hours are provided at New Street Surgery one Saturday morning each month from 8am to 11am and on Monday evenings until 9pm once per month.

Longer appointments are available for those who need them and home visits and telephone consultations are available as required.

Out of hours services are provided by Local Care Direct. Calls are diverted to this service when the practice is closed. Patients can also access the local NHS walk-in Centre which is in the grounds of Dewsbury Hospital.

When we returned to the practice for this inspection; we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.