

Buchanan Road Surgery

Inspection report

72 Buchanan Road

Sheffield

S5 8AL

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www.buchananroadsurgery.co.uk

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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 responsive to people's needs?

Requires Improvement



Overall summary

We undertook a targeted assessment of the responsive key question at Buchanan Road Surgery. The rating for the responsive key question is requires improvement. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection for safe, effective, caring and well-led and the overall rating of the service will remain Good.

Safe – not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – requires improvement

Well-led - not inspected, rating of good carried forward from previous inspection

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

Why we carried out this assessment.

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

How we carried out the assessment

- This assessment was carried out without a site visit.
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- Patients could mostly access care and treatment in a timely way although reported difficulty accessing the practice at 8am by telephone. The provider had listened to patient feedback and had a plan to implement a new on-line appointment system in January 2024.
- National GP patient survey results relating to access were similar to national averages. It showed patient feedback regarding telephone access and patients' overall experience of making an appointment had deteriorated slightly over time. However, patient satisfaction with the practice's appointment times and their satisfaction with the type of appointment offered had improved over time.

Overall summary

- Appropriate safety and fire risk assessments were in place for the premises.
- Complaints were satisfactorily handled in a timely manner.

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 CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Buchanan Road Surgery

Buchanan Road Surgery is located at 72 Buchanan Road, Sheffield, S5 8AL. The practice is a converted house. All patient treatment areas are on the ground floor of the building, the first floor is used as office space for staff.

The practice is situated within the South Yorkshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 4,800 patients. This is part of a contract held with NHS England. The practice is also part of a wider Primary Care Network made up of local GP practices who provide shared services to their patients.

The provider is registered with CQC to provide the regulated activities, diagnostic and screening, maternity and midwifery, family planning and treatment of disease, disorder or injury from this location.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (1 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available ethnicity data, the registered population consists of approximately 89.4% white, 3.1% Asian and 7.5% recorded as mixed or other ethnicity.

There is a clinical director who has oversight of all the providers' location sites. There are 4 GPs at this location, 1 nurse practitioner, 2 practice nurses, a healthcare assistant and they are assisted by support managers and a large administration and reception team. The team have the support of additional employed staff such as physiotherapist, pharmacy support and mental health worker. There is a governance structure in place with an operational team, senior management team and senior leadership team who report to the board of directors for the organisation.

The practice is open 8am to 6pm Monday to Friday with the exception of Thursdays when the practice is closed from 4pm. Telephones are transferred to the Out of Hours Service from 12pm on Thursday afternoons.

Weekend and evening appointments are offered at one of the satellite clinics in Sheffield, in partnership with other practices in the area. When the practice is closed, patient calls are automatically transferred to the Sheffield Out of Hours Service which is located at the Northern General Hospital.