

Spring Hall Medical Practice

Inspection report

173c
Spring Hall Lane
Halifax
HX1 4JG
Tel: 01422349501
www.springhallgrouppractice.co.uk/

Date of inspection visit: 20, 21 June 2022
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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 Spring Hall Group Practice on 20 and 21 June 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 21 June 2018, 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 Spring Hall Group Practice on our website at www.cqc.org.uk

Why we carried out this inspection:

This inspection was a comprehensive inspection as part of our continuing regulatory function.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter site visit
- Question sheets sent to staff for completion prior to the inspection

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

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 were supported to maintain appropriate learning and updating to enhance their skills.
- Staff treated patients with kindness and respect, and involved them in decisions about their care.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment through a variety of routes and at a choice of preferred venue.
- Staff told us they were happy and proud to work at the practice.
- The leadership team demonstrated an open and transparent leadership style.

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

- Continue to apply recently introduced processes and protocols to ensure safe care and treatment for patients.
- Take steps to optimise uptake of cervical screening and childhood immunisations.
- Develop processes to facilitate better identification of unpaid carers across all age groups.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff 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.

Background to Spring Hall Medical Practice

Spring Hall Group Practice is situated at 173 Spring Hall Lane, Halifax HX1 4JG.

There are two branch sites:

- Southowram Surgery

Law Lane

Southowram HX3 9QB

- Queens Road Surgery

252 Queens Road

Halifax HX1 4NJ

We visited the Spring Hall site during our inspection. The practice website is www.springhallgrouppractice.co.uk

Spring Hall Group Practice is registered with the Care Quality Commission to provide the following regulated activities:

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

There are currently 19,662 patients registered on the practice list. The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England.

The practice is part of a wider group of GP practices known as a Primary Care Network (PCN). Spring Hall Group Practice is part of Central Halifax PCN.

The Public Health National General Practice Profile shows that approximately 65% of the practice population are white, approximately 32% are Asian, with the remaining patients being of black or other mixed ethnicities.

The level of deprivation within the practice population is rated as two, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest. People living in more deprived areas tend to have greater need for health services

The clinical team comprises eight GP partners, four male and four female, two salaried GPs, one male and one female. There are two physician associates, one male and one female, one advanced clinical practitioner who is female, two trainee advanced clinical practitioners, one male and one female. The clinical team is completed by four practice nurses, one health care assistant and one phlebotomist, all of whom are female.

Supporting the clinical team are two practice managers, an operations manager, an administrative team leader and two reception team leaders, working alongside a range of administrative, reception and secretarial staff.

The practice is open:

Spring Hall site: Monday to Friday 8am to 6.30pm

Southowram site: Monday to Friday 8am to 6.30pm

Queens Road site: Monday to Friday 8am to 8pm

Work was being completed to ensure that all sites were accessible to patients with mobility problems, or those who use a wheelchair. There is dedicated parking available via monitored parking permit at the main site. Parking is available at the branch sites.

Out of hours care is provided by Local Care Direct which is accessed by calling the surgery telephone number or by calling the NHS 111 service.