

# Doctors Lane Surgery

## Inspection report

Aldbrough St John  
Richmond  
North Yorkshire  
DL11 7TH  
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[www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.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 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 Doctors Lane Surgery, Aldbrough St John, Richmond, North Yorkshire DL11 7TH on 21 February 2019. Our inspection team was led by a CQC inspector and included a GP specialist advisor and a CQC Pharmacist.

Our judgement of 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.**

We concluded that:

- Systems were in place to report, record and disseminate learning from significant events and complaints.
- Staff worked to clear protocols and evidence based clinical guidance to meet patients' needs.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.

- Quality improvement activity was carried out which resulted in improved outcomes for patients.
- Staff treated patients with courtesy and respect. Feedback from patients confirmed this.
- The leadership, governance and culture of the practice promoted an inclusive supportive environment for staff.

Whilst we found no breaches of regulations, the areas where the provider should make improvements are:

The practice should have a regular documented stock balance for controlled drugs. Prescription stationary was recorded upon receipt into the practice and stored securely. However, the practice should review and improve the process for tracking prescriptions throughout the practice.

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

**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 inspector and included a GP specialist advisor and a CQC Pharmacist.

## Background to Doctors Lane Surgery

Doctors Lane Surgery, Aldbrough St John, Richmond, North Yorkshire DL11 7TH delivers general medical services (GMS) under a contract between themselves and NHS England.

They are part of a local GP federation with other practices in the area. There are two GP partners, both male and a female salaried GP. Doctors Lane is a rural practice and serves villages within a seven mile radius. The registered list size is 3,296 and is predominantly white British background. The practice is in the eighth least deprived decile (one being the most deprived and 10 being the least deprived). The practice age profile is comparable to the England average with the highest percentage of the practice population is in the 65 years plus age group. The practice is a dispensing practice and dispenses medicines to approximately 99% of their patients. The practice employs a practice manager, two nursing sisters, a practice nurse, medication dispensers and administration and reception staff. Patients can book appointments face to face, by telephone or online.

The practice GPs do not provide an out-of-hours service to their own patients and patients are signposted to the local out-of-hours service via 111 when the surgery is closed and at weekends. In an emergency patients are advised to ring 999 or attend the nearest accident and emergency department.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level eight represents lower levels of deprivation. Male life expectancy is 79 years which is the same as the national average of 79 years. Female life expectancy is 83 years which is the same as the national average.

There are a slightly higher proportion of patients over 65 on the practice list compared with practices nationally.