

Brookroyd Limited

Inspection report

Heckmondwike Health Centre
16 Union Street
Heckmondwike
WF16 0HH
Tel: 01924403061

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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 caring?

Good 

Are services responsive to people's needs?

Good 

Overall summary

We previously carried out an announced focused inspection of Brookroyd Surgery Limited, located at Heckmondwike Health Centre, on 24 and 25 May 2022. At that inspection we reviewed the safe, effective and well-led domains. Following that inspection, we rated the practice good overall and good for the key questions safe, effective and well-led. We did not rate the key questions caring and responsive at that inspection.

On 29 September and 10 October 2022, we carried out a focused desk-based review which we undertook without visiting the practice. At this desk-based process we reviewed the caring and responsive key questions. We have rated the practice as good for providing caring and responsive services.

Safe - Good (awarded at the inspection on 24 and 25 May 2022)

Effective – Good (awarded at the inspection on 24 and 25 May 2022)

Caring - Good

Responsive – Good

Well-led – Good (awarded at the inspection on 24 and 25 May 2022)

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

Why we carried out this inspection

We carried out this focused desk-based review to rate the caring and responsive key questions. This was to follow-up on our previous inspection on 24 and 25 May 2022 when we reviewed and rated the key questions safe, effective and well-led.

How we carried out the review

This was a desk-based review which we carried out without visiting the practice. We contacted the practice and requested evidence and reviewed information and data about the practice which was available to us.

Our findings

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

- what we found when we reviewed the information sent to us by the provider.
- information from our ongoing monitoring of data about services.

We found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Some patient survey outcomes for caring and responsive services were above local and national averages.
- There were systems and processes in place to respond to complaints.

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

Overall summary

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Brookroyd Limited

Brookroyd Surgery Limited is situated on the first floor of purpose-built medical practice known as Heckmondwike Health Centre. The building is also occupied by another GP practice and a pharmacy. There is a large car park for patients and the premises are accessible for wheelchair users.

The practice provides services to 9,541 patients. It holds a General Medical Services (GMS) contract with NHS West Yorkshire Integrated Care Board (ICB).

The practice is registered as an organisation with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice opening times are Monday to Friday 8am to 6.30pm. Extended access appointments are available Monday to Friday from 6.30pm to 9.30pm and Saturdays from 9am to 5pm provided by the local federation at a nearby surgery. Further information is available on the practice website about extended access and out of hours services.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (based on one to ten). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 86% White, 12% Asian, 1% Black and 1% Mixed.

The practice team consists of 3 male and 1 female GP partners, 2 salaried GPs, 3 advanced nurse practitioners (ANPs), 2 practice nurses and 2 healthcare assistants. The clinical team are supported by a full-time practice manager, reception manager, a senior administrator and 14 administrative/receptionist staff.