

# Chevin Medical Practice





## Inspection report

3 Bridge Street  
Otley  
LS21 1BQ  
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[www.chevinmedicalpractice.com](http://www.chevinmedicalpractice.com)

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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 well-led?		Good	

# Overall summary

We carried out an announced focused inspection at Chevin Medical Practice on 6 and 14 October 2022. We inspected the key questions of safe, effective and well-led. The practice is rated as good overall and for all of the key questions.

Following our previous inspection on 7 October 2015, 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 Chevin Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities, due to the length of time since the last inspection.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This included:

- Conducting staff interviews by telephone.
- Reviewing questionnaires we sent to staff.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Site visits to all practice locations.
- Reviewing patient feedback.

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

We found that:

- Patients could access care and treatment in a timely way.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had systems in place to manage risk so that if safety incidents occurred, they were investigated. Any learning from them was shared and used to improve the service and prevent recurrence of similar issues.
- Safeguarding systems, processes and practices had been developed, implemented and communicated to staff.
- The provider had undertaken a risk assessment regarding the requirement of disclosure and barring service checks for their administration staff, including those who acted in the capacity of a chaperone.
- Staff informed us they had access to policies, procedures and guidance relevant to their role and responsibilities, including clinical protocols.
- There was access to appropriate clinical equipment, including those required to deal with medical emergencies, such as resuscitation equipment.
- Infection prevention and control was appropriately managed to help safeguard people from COVID-19 and other associated infections.

# Overall summary

- Staff told us that the management team was approachable and that they felt well supported.

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

- Improve the management of correspondence and test results.
- Improve the usage and management of tasks on the clinical system.
- Improve the process for and patient safety alerts to ensure any potential risks are discussed with affected patients and appropriately documented.
- Improve processes to recall and review patients, particularly those with long-term conditions and patients who are prescribed high-risk medicines.
- Implement a system to ensure that supporting information for Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) decisions is accessible to staff.

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector who spoke with staff by telephone and during the site visits. The team included a GP specialist advisor who completed clinical searches, records reviews and spoke with the lead GP, without visiting the location.

## Background to Chevin Medical Practice

Chevin Medical Practice main site is located at Bridge Street Surgery, 3 Bridge Street, Otley LS21 1BQ. They have two branch sites located at:

- Charles Street Surgery, Charles Street, Otley LS21 1BJ
- Bramhope Medical Centre, Tredgold Crescent, Bramhope LS16 9BR

There is onsite parking and disabled access to all the premises. Patients can access services at any of the locations.

The provider of Chevin Medical Practice is registered with the Care Quality Commission (CQC) to deliver the Regulated Activities of diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, maternity and midwifery services and family planning.

The practice is situated within NHS West Yorkshire Integrated Care Board (ICB) and is part of a wider network of GP practices, known as a Primary Care Network (PCN).

Information published by Public Health England rates the level of deprivation within the practice population group as being decile 9. (On a scale of 1 to 10, decile 1 represents the highest levels of deprivation and decile ten the lowest.)

The provider holds a Primary Medical Services (PMS) contract to deliver services to a registered patient population of 19,099. They also deliver community dermatology and ear, nose and throat (ENT) secondary services under an NHS Any Qualified Provider (AQP) contract.

According to the latest available data, the ethnic make-up of the practice is 97% White, 1% Asian with the remaining being of mixed and other ethnicities. In comparison with England averages, there are higher numbers of older people (26% compared to 18%), lower numbers of young people (18% compared to 20%) and lower numbers of working age people (56% compared to 62%).

The clinical team consists of 7 GP partners, 6 GP associates, 7 practice nurses, 4 healthcare assistants and 1 physician associate. In addition, there are 2 audiologists and a small team of staff who provide the frail and elderly service. The practice also has the support of 3 primary care network pharmacists.

The non-clinical team consists of a practice manager, an assistant practice manager, a patient services manager, a patient services supervisor, an operations manager, a finance manager, an IT team, a prescribing team, a reception team and an administration team.

The practice opening hours are Monday to Friday 8am to 6pm, with extended access until 8pm Monday to Friday.

Appointments during these times are available for patients, which include face to face, telephone and virtual consultations via eConsult and online requests via the practice website. Requests for home visits can be made to the practice, after being assessed as being appropriate.

Patients also have access to evening and weekend appointments at hubs based in Leeds, which are operated by the local confederation.

Out of hours cover is provided by Local Care Direct. Patients are directed to contact NHS 111 when the practice is closed; should the need arise.

Chevin Medical Practice is a training practice for GP registrars, who are fully qualified doctors gaining additional training and qualifications before becoming a GP.