

Dr Clarke & Partners, Wickersley Health Centre

Inspection report

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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 well-led?

Good 

Overall summary

This practice is rated as Good overall. (Previous rating January 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Not inspected

Are services effective? – Not inspected

Are services caring? – Not inspected

Are services responsive? – Not inspected

Are services well-led? - Good

We carried out an announced focused inspection at Dr Clarke and partners on 13 September 2018. The inspection was carried out to follow up on breaches of regulations and to review that the practice had addressed the areas for improvement found in our previous inspection in January 2018. This report covers our findings in relation to those areas.

At this inspection we found:

- The practice had made improvements in systems and processes to manage risk and had assured themselves health and safety checks had been completed.
- They had implemented improved recruitment policies and procedures.
- They had acted to improve patient experience when making an appointment.
- Appraisal records had been completed.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Dr Clarke & Partners, Wickersley Health Centre

Dr Clarke and Partners, or Wickersley Health Centre as it is known locally, is located in the Wickersley area of Rotherham. The practice is part of the Rotherham Clinical Commissioning Group (CCG) and responsible for providing services for 7,043 patients under the personal medical services (PMS) contract.

The practice catchment area is situated in one of the least deprived areas in England. The age profile of the practice population is similar to other GP practices in the Rotherham CCG area.

The practice has one female GP partner who works six sessions per week, two male GP partners who work eight and six sessions per week and one male salaried GP who works five sessions per week. They are supported by

three practice nurses, a healthcare assistant, an apprentice health care assistant and a phlebotomist. The administration team consists of five receptionists, four medical secretaries, apprentice receptionist/administration assistant, one practice manager and an assistant practice manager.

A health trainer and a mental health practitioner hold clinics at the practice once a week to support patients.

The practice is open from 8am to 6.30pm Monday to Friday.

The out of hours service can be accessed via the practice telephone number or by contacting NHS 111.

Are services well-led?

We rated the practice as good for providing a well-led service.

At our previous inspection on 9 March 2017, we rated the practice as requires improvement for providing well-led services. When we undertook a follow up inspection of the service on 24 January 2018 we found some improvements had been made in systems and processes for the management of health and safety and staff training although some areas were work in progress. We also found a new area which required improvement in relation to implementing an effective recruitment procedure and so the practice remained requires improvement for being well-led. At our follow up inspection on 13 September 2018 we found improvements had been made to the recruitment policy and procedure and additional work had been completed in relation to health and safety.

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- Structures, processes and systems to support good governance and management were clearly set out, understood and effective.
- Practice leaders had established policies, procedures and activities to ensure safety and assured themselves that they were operating as intended.
- Improvements had been implemented in health and safety and recruitment processes since our last inspection.

Managing risks, issues and performance

There were clear and effective processes for managing risks, issues and performance.

- There was an effective, process to identify, understand, monitor and address current and future risks including risks to patient safety. Improvements had been made to processes for monitoring and completion of health and safety tasks and systems had been put in place to ensure these would be effectively managed in the future.
- The practice considered and understood the impact on the quality of care of service changes or developments.

Appropriate and accurate information

The practice acted on appropriate and accurate information.

- Quality and operational information was used to ensure and improve performance. Performance information was combined with the views of patients.
- The information used to monitor performance and the delivery of quality care was accurate and useful. There were plans to address any identified weaknesses. For example, in response to patient survey data, the telephone system and staffing levels had been improved to try to address low patient satisfaction when booking an appointment.

Continuous improvement and innovation

There was evidence of systems and processes for learning, continuous improvement and innovation.

- There was a focus on continuous learning and improvement. For example, an electronic management monitoring system had been developed and implemented. This included systems to enable the practice manager to monitor health and safety checks were completed appropriately.

Please refer to the evidence tables for further information.