

Market Weighton

Inspection report

Wolds House Medical Centre
10 Medforth Street, Market Weighton
York
YO43 3FF
Tel: 01430575353
www.humber.nhs.uk

Date of inspection visit: 01 September 2021
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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 inspection at Market Weighton on 01 and 02 September 2021. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 06 and 07 July 2017, 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 Market Weighton on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on concerns raised by members of the public concerning access to appointments.

How we carried out the inspection

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 short site visit
- A remote and in-person review of the practice's appointment system

Our findings

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

Overall summary

- 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 and Good for all population groups.

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 dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue with efforts to engage with patients regarding access.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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. A second CQC inspector conducted a short site visit to review records and speak with staff.

Background to Market Weighton

Market Weighton is located in Market Weighton at:

Wolds House Medical Centre

10 Medforth Street

Market Weighton

York

YO43 3FF

After the inspection, the provider informed us that the telephone number they have registered with us for their service was incorrect. The correct number is 01430 875353. The provider is taking steps to update their records with us to reflect this.

There is parking available at the surgery. The practice is located in a purpose built health centre and has accessible facilities. Consulting and treatment rooms are on the ground and first floors, there is a lift to the first floor. The practice provides services under a Personal Medical Services (PMS) contract with the NHS North Yorkshire and Humber Area Team to the practice population of approximately 9,400 people, covering patients of all ages.

The proportion of the practice population in the 65 years and over age group is similar to the England average. The practice population in the under 18 years age group is similar to the England average. The practice scored ten on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

In April 2016, the practice became part of Humber NHS Foundation Trust. The practice has five salaried GPs (three female and two male), two nurse practitioners, one with a specialism in musculoskeletal care, two practice nurses, three health care assistants and a pharmacist. There is a practice manager and a team of administration, reception and secretarial staff. The practice team are supported by the Community and Primary Care Division within the Humber Teaching NHS Foundation Trust.

The practice is a training practice for fourth and fifth year medical students from the Hull York Medical School. The practice is also a training site for student nurses.

The practice is open between 8.00am and 6.00pm Monday to Friday with the doors open for pre-booked nurse and HCA appointments from 7.30am as part of the extended services contract. The practice, along with all other practices in the East Riding of Yorkshire CCG area have a contractual agreement for the Out of Hours provider to provide OOHs services from 6.00pm on weeknights. This has been agreed with the NHS England area team.

The practice has opted out of providing out of hours services (OOHs) for their patients. When the practice is closed patients use the NHS 111 service to contact the OOHs provider. Information for patients requiring urgent medical attention out of hours is available in the waiting area and in the practice information leaflet.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations, but appointments were embargoed to be available should the GP need to see a patient face-to-face.