

Blue Dykes Surgery

Inspection report

Eldon Street
Clay Cross
Chesterfield
Derbyshire
S45 9NR
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www.bluedykessurgery.co.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 Blue Dykes Surgery on 4 April 2019 as part of our inspection programme.

At the last inspection in June 2018 we rated the practice as requires improvement for providing safe and well-led services because:

- Some systems and clinical oversight needed strengthening
- Quality assurances of some clinical work and management of incoming patient correspondence was not satisfactory.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

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

- Review the system for monitoring and tracking blank prescriptions through the practice is effective.
- Review the process for recording fire drills within the practice.
- Continue to review and monitor patient satisfaction of appointment availability.

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. The team included a GP specialist adviser, a practice nurse specialist adviser and a second CQC inspector.

Background to Blue Dykes Surgery

The practice is part of Royal Primary Care which operates as the Division of Primary Care for Chesterfield Royal Hospital NHS Foundation Trust (the provider). The Trust is registered with the CQC to carry out a range of regulated activities – this includes those regulated activities we would usually expect to see for primary care providers: diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Royal Primary Care manages two GP practices across five sites. The other registered location with CQC is The Grange Family Health Centre and we inspected this service on the same day. This report can be found on our website at

Blue Dykes Surgery has a contract with NHS Derbyshire Clinical Commissioning Group (CCG).

Blue Dykes Surgery is the location name registered with CQC to deliver primary care medical services. This incorporates two GP surgeries within the Chesterfield area of North Derbyshire, and collectively is known as Royal Primary Care Clay Cross. There is one patient list for the two sites meaning that registered patients can access services at:

- Blue Dykes Surgery, Eldon Street, Clay Cross, Chesterfield, Derbyshire, S45 9NR

- Grassmoor Surgery, North Wingfield Road, Grassmoor, Chesterfield, S42 5ED

Blue Dykes surgery received a previous CQC inspection in June 2018. At that inspection, it received a rating of requires improvement for providing safe and well-led services and this led to an overall rating of requires improvement. The practice was rated as good for providing effective, caring and responsive services. The full comprehensive report (published April 2018) for this inspection can be found by selecting the 'all reports' link for Blue Dykes Surgery on our website at

The practice age profile is mostly in line with national averages, but with slightly lower percentages of patients aged under 50, and slightly elevated percentages of patients over 50 compared to the CCG average.

The practice scored five on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

The provider employs over 40 staff across Blue Dykes Surgery main site and the Grassmoor branch. The organisation is led by a full time Clinical Divisional Director, a full time Divisional General Manager alongside

a Divisional Head of Nursing who work across both of Royal Primary Care locations. Additionally, the operational leads, the Service and Business Manager provide expert advice and support across both locations.

The site has a triumvirate leadership model with a named lead clinician, site lead nurse and practice officer. The Clinical team at this location includes four salaried GPs (three male and one female), four advanced nurse practitioner a mental health specialist nurse practitioner, and six practice nurses, supported by two healthcare assistants. The clinical team also includes two pharmacists and three pharmacy technicians that work across both registered locations.

The clinical team is supported by 18 non non-clinical sites including receptionists and administrators. The scheduling and QOF team is a shared resource, working across all five sites of Royal Primary Care.

The practice opens from 8am until 6.30pm Monday to Friday. Extended hours GP and nurse appointments are available every Wednesday and Thursday in the mornings from 7am-8am and the evenings 6.30pm-8.30pm. The Grassmoor Surgery opens between 8am to 6.30pm on Mondays and Fridays, 8am and 1pm on Wednesdays and Thursdays and 1pm and 6.30pm on Tuesdays.

When the practice is closed, out-of-hours cover for emergencies is provided by Derbyshire Health United (DHU).