

Rosedale Surgery

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

Are services effective?

Good



Overall summary

We previously carried out an announced comprehensive inspection at Rosedale Surgery on 16 October 2018. The practice was rated as good overall and good for providing safe, caring, responsive and well led services. It was rated requires improvement for providing effective services and for providing effective services for the population groups; people with long term conditions and people experiencing poor mental health (including people with dementia). As a result of the findings on the day of the inspection, the practice was issued with a requirement notice for Regulation 9 (person centered care).

We carried out an announced focused inspection at Rosedale Surgery on 6 November 2019. This inspection was to follow up on the breaches of regulation identified at the previous inspection.

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.

The practice is rated as good overall, and good for providing effective services, good for the population groups of people with long term conditions and people experiencing poor mental health (including people with dementia)

We found that:

- Improvements had been made to ensure patients received appropriate follow up in a timely manner and the number of patients with mental health needs who were excepted from the Quality Outcomes Framework (QOF) had been reduced.
- Additional staffing resources were available, and improvements had been made to the recall systems and process to ensure patients were encouraged to attend their appointments.

In addition we followed up on areas where the practice should make improvements which were identified in our previous inspection.

We found that;

- The practice had implemented systems and process for identifying risks in relation to fire and premises safety.
- There was a system to ensure prescription stationery was monitored safely and effectively. Improve the tracking in and out of prescription paper.
- The practice had ensured that patients with a learning disability had received appropriate monitoring and review.

Area where the provider should make improvements;

Continue to review and monitor the systems and processes including exception reporting in place to ensure patients receive appropriate follow up in a timely manner.

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

People with long-term conditions

Good



People experiencing poor mental health (including people with dementia)

Good



Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Rosedale Surgery

The name of the registered provider is Rosedale Surgery.

- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice holds a General Medical Service (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice area covers Carlton Colville and the surrounding villages.
- The practice offers health care services to approximately 14,801 patients.
- The practice website is www.rosedalesurgery.co.uk.
- There are eight GP Partners at the practice (four male and four female), some of whom work on a part time basis. The practice clinical team includes three specialist practitioner (paramedic), a prescribing pharmacist, one

advanced nurse practitioners, four nurses and three healthcare assistants who undertake phlebotomy. A team of 16 administration and reception staff support the practice manager and assistant practice manager.

- Rosedale Surgery is a training practice and at the time of the inspection had two GP Registrar. GP Registrars are qualified doctors who are undertaking further training to become a GP. The surgery is also a teaching practice for medical students who are training to become doctors. At the time of the inspection they had nine medical students.
- Out-of-hours GP services are provided by Integrated Care 24 via the NHS111 service.
- The practice has a larger number of patients aged 65 years and over than the national average. Income deprivation affecting children is below the CCG and England average. Income deprivation affecting older people is below the CCG and England average. Male life expectancy is in line with the England average at 79 years. Female life expectancy is 84 years for women, which is above the England average of 83 years.