

Welbeck Road Health Centre

Inspection report

1b Welbeck Road
Bolsover
Chesterfield
Derbyshire
S44 6DF
Tel: 01246825487
www.welbeckroadsurgery.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?	Outstanding 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Welbeck Road Health Centre on 4 November 2019 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. The previous inspection took place in October 2014 and the report can be found on our website at . The practice was previously rated as outstanding overall because the responsive and well-led domains were rated as being outstanding.

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.

At this inspection, we have rated the practice as good overall. The practice was rated as outstanding for providing responsive services, and good for providing safe, effective, caring and well-led services. The population groups of older people, families children and young people, people whose circumstances make them vulnerable, and people experiencing poor mental health (including those with dementia) were rated as outstanding. The population group of working age people was rated as good, whilst long-term conditions was rated as requires improvement due to having high level of exception reporting for diabetes indicators in their QOF data, as well as low performance in the asthma indicators.

We rated the practice as **outstanding** for providing responsive services because:

- Patients' individual needs and preferences were central to the planning and delivery of tailored services. The services were flexible, provided choice and ensured continuity of care.
- The involvement of other organisations and the local community was integral to how services were planned and ensured that services met people's needs. There

were innovative approaches to providing integrated person-centred pathways of care that involved other service providers, particularly for people with multiple and complex needs.

- There was a proactive approach to understanding the needs of different groups of people and to deliver care in a way that met these needs and promoted equality.
- People could access appointments and services in a way and at a time that suited them. The national GP patient survey demonstrated that the practice had performed higher than local and national averages in relation to the questions related to providing a responsive service. This was reinforced by positive feedback from patients who used this service.

We rated the practice as **good** for providing safe, effective, caring and well-led services because:

- 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 treated patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

The areas where the provider **should** make improvement:

- The practice should continue to complete the collation of evidence of their practice team's immunisation status.
- The practice should review its system for checking stocks of medicines and ensure that they are always stored in line with guidance.
- The practice should complete the notes summarisation process pre-2010 for patients with incomplete electronic records.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser, a nurse specialist advisor, and a member of the CQC medicines management team.

Background to Welbeck Road Health Centre

Welbeck Road Health Centre is registered with the Care Quality Commission as a partnership consisting of three GPs and a Business Manager. It is registered to carry out the following regulated activities - diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures, and the treatment of disease, disorder or injury.

The practice has a contract with NHS Derby and Derbyshire CCG to provide Personal Medical Services (PMS) and offers a range of local enhanced services.

Welbeck Road Health Centre was purpose-built in 2006 and is situated in Bolsover in North East Derbyshire. There is also a branch site located in the nearby village of Glapwell. The practice serves a former mining area, and the catchment area incorporates rural areas as well as those living in the town of Bolsover and nearby villages. It is a dispensing practice for approximately one third of registered patients (those who reside more than one mile from an independent pharmacy).

The practice had 11,177 registered patients on the day of our inspection. The age profile of patients is mostly in alignment with national averages.

Average life expectancy is 77.5 years for men and 82 years for women, compared to the national average of 79 and 83 years respectively.

The general practice profile shows that 57% of patients registered at the practice have a long-standing health condition, compared to 54% locally and 51% nationally. Clinical prevalence was mostly above national averages for most disease areas.

The practice scored four on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. Income deprivation affecting children at 23.3%, exceeded local (17.1%) and national (19.9%) averages. People living in more deprived areas tend to have greater need for health services.

The National General Practice Profile describes the practice ethnicity as being predominantly white at 98.4% of the registered patients, 0.7% Asian, 0.5% mixed race and 0.3% black.

There are three female GP partners working at the practice and six salaried GPs (five female GPs and one male GP). As a training practice, there are also GP registrars working at this practice. The nursing team consists of two nurse practitioners (one of whom is the

nurse manager), a practice matron, and two practice nurses. There is a healthcare assistant and a phlebotomist. The practice also employs a full-time clinical pharmacist.

The non-clinical team is led by a business manager who is also a partner, supported by an assistant practice manager and an office supervisor, with a team of 14 administrative and secretarial staff, which includes a practice employed care co-ordinator. In addition, there is a pharmacy technician employed as the dispensary supervisor, who manages a team of seven dispensary staff members.

The practice opens Monday to Friday from 8am until 6.30pm with extended access opening hours on Wednesday and Thursday evenings from 6.30pm to 8pm.

The late opening was also offered until 8pm every third Friday, and patients could access later appointments at other practices participating in the local extended access scheme until 8pm on Mondays, Tuesdays and on two out of every three Friday evenings. Additionally, patients could access an appointment on Saturday mornings between 8am and 11.15am at another GP practice as part of the extended access scheme. Appointments were also available on Sundays and bank holidays as part of the same scheme, although this element had been sub-contracted to Derbyshire Health United (DHU).

The surgery closes on the second Wednesday afternoon between 12.30pm and 5pm on most months of the year for staff training. When the practice is closed, out of hours cover for emergencies is provided by DHU.