

Fieldhead Surgery

Inspection report

Leymoor Road
Golcar
Huddersfield
HD7 4QQ
Tel: 01484654504
www.fieldheadsurgery.org.uk

Date of inspection visit: 19 October 2022
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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 comprehensive inspection at Fieldhead Surgery on 18 and 19 October 2022. Following this inspection, we rated the location as good overall, and for all key questions:

Safe - Good

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Why we carried out this inspection

This announced comprehensive inspection was carried out due to a change in the provider for this service. This was the first rated inspection since this change.

How we carried out the inspection

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 some 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 shorter site visit.
- Reviewing staff questionnaires.

Our findings

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.

We found that:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.

Overall summary

- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a programme of quality improvement activity, including clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff involved and treated people with compassion, kindness, dignity and respect.
- The National GP Patient Survey scores were below the local and national averages in some areas, and other sources of feedback had indicated difficulties with access. We saw the practice had undertaken additional surveys of a larger sample of patients who had contacted the practice by telephone or attended the practice for an appointment. The outcome of the surveys demonstrated improvement. The practice was also monitoring access through their telephone analytics system.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.

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

- Formalise the system for summarising new patient medical records.
- Continue to monitor and make improvements to increase the uptake of cervical screening.
- Improve the identification of carers on the practice register.
- Continue to monitor patient outcomes for access, in particular accessing the practice by telephone and the experience of making an appointment.
- Continue with the drive to recruit and form a Patient Participation Group representative of the practice population.

The evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke to the lead GP and completed clinical searches and records reviews without visiting the location.

Background to Fieldhead Surgery

Fieldhead Surgery is located at Leymoor Road, Golcar, Huddersfield HD7 4QQ. The practice provides services to approximately 8076 patients. It holds a Primary Medical Services (PMS) contract with NHS West Yorkshire Integrated Care Board (ICB).

Fieldhead Surgery is registered as an organisation with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice opening times are Monday to Friday 8am to 6.15pm. The practice provides pre-bookable face-to-face appointments on Monday to Friday from 7.30am to 8am and remote appointments on Saturday from 10am to 2.30pm. Out-of-hours treatment is provided by Local Care Direct Limited, which can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth lowest decile (based on 1 to 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 94% White, 2% Mixed, 2% Asian, 1% Black and 1% Mixed.

The practice team consists of a male principal GP who provides oversight to the service, 4 male and 1 female long-term sessional GP, 2 male advanced clinical pharmacists, a female advanced nurse practitioner, 2 female practice nurses, a female healthcare assistant, and a male pharmacy technician. The clinical team are supported by a practice manager, an operations manager and 9 administrative/receptionist staff. The practice has additional staff through the primary care network (PCN) which included pharmacy support, a social prescriber or mental health care practitioner.