

Nova Scotia Medical Centre

Inspection report

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Date of inspection visit: 3 January 2019
Date of publication: 24/01/2019

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 Nova Scotia Medical Centre on 3 January 2019, as part of our inspection programme.

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, public, 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, which were delivered in line with current best practice guidance.
- Staff treated patients with kindness and respect, involving them in decisions about their care.
- Patients' comments were positive about practice staff and the care they received.
- The practice organised and delivered services responsively and effectively. They addressed any challenges they encountered and engaged patients and staff in any changes to service delivery.
- The leadership, governance and culture of the practice promoted the delivery of high-quality, person-centred care.

We saw the following areas of outstanding practice:

- The GP had developed a template to support GP referrals to secondary care. The template populated information direct from a patient's record into a letter which could be emailed directly to the appropriate consultant. Information incorporated included a summary of the issue, any active problems, current and repeat medication and details of any allergies the patient may have. We were informed that this template was being used citywide.
- The GP had developed a search tool used to identify vulnerable young adults. The tool identified younger patients who may not have ordinarily been identified using conventional tools. This allowed staff to be aware of any 'vulnerable' issues, such as being reliant on a family member to take them out.

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

- Improve the recording of the immunisation status of staff with regards to occupational health vaccinations they had received.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

Professor Steve Field CBE FRCP FFPG FRCGP

Chief Inspector of General Practice

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 Care Quality Commission (CQC) inspector and included a GP specialist advisor and a second CQC inspector.

Background to Nova Scotia Medical Centre

Nova Scotia Medical Centre was previously registered with the Care Quality Commission (CQC) as a GP partnership. In 2017 the partnership was dissolved and Dr Vishal Kapoor became the single-handed provider of Nova Scotia Medical Centre, which is located at 22a Leeds Road, Allerton Bywater, Castleford, West Yorkshire WF10 2DP. The premises are owned by the provider. There is good access to transport links and there are car parking facilities on site.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; treatment of disease, disorder or injury; family planning; maternity and midwifery services; surgical procedures.

Nova Scotia Medical Centre is situated within the Leeds Clinical Commissioning Group (CCG). They are part of a locality group of GP practices. The practice provides services to 5,781 patients under the terms of a locally agreed NHS Personal Medical Services (PMS) contract. The registered population of patients had increased by over 200 during the preceding 12 months of the inspection.

The patient population consists of approximately 92% of white Caucasian ethnicity. There is an approximate 50:50 ratio of male and female patients. The proportion of patients aged 66 years and over is greater than the local and national averages. The practice has close links with a local residential care home, where some registered patients reside.

The National General Practice Profile shows the level of deprivation within the practice demographics as being rated six. (This is based on a scale of one to ten, with one representing the highest level of deprivation.)

The practice clinical team consists of the provider GP and a salaried GP (both male). There is also an advanced nurse practitioner, a practice nurse and two healthcare assistants (all female). They are supported by a practice manager, an operational manager and a team of experienced reception and administration staff.

The practice has extended hours on three days per week. Patients also have access to evening and weekend appointments via a local NHS service hub. There are out-of-hours services available for patient in case of emergencies by a locally agreed contract.