

Rycroft Primary Care Centre

Inspection report

Madeley Road
Havercroft
Wakefield
WF4 2QG
Tel: 01226725555

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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 Rycroft Primary Care Centre on 7 and 8 September 2022. Overall, the practice is rated as Good

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection in September 2015, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Rycroft Primary Care Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this comprehensive inspection in line with our inspection priorities.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

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/telephone 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 site visit to both the main location and branch surgery.
- Reviewing completed staff questionnaires.
- Speaking with patients and reviewing their feedback.

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

Overall summary

- 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. Staff we spoke with knew how to identify and report safeguarding concerns.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The management team ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice adjusted how services were delivered to meet the needs of patients during the COVID-19 pandemic.
- There was a programme of quality improvement, this included clinical audit.
- The practice supported staff development and was an accredited training practice for GP trainees.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care. We saw that performance monitoring was embedded within the practice.
- The management team in the practice demonstrated they had the capacity and skills to deliver high-quality, sustainable care.
- The practice hosted several staff from their Primary Care Network who delivered enhanced services.

We saw an area of outstanding practice:

- Patients could be referred to an onsite gym staffed by a dedicated Primary Care Network funded health and wellbeing coach. The coach utilised a combination of exercise and/or talking therapies to support both practice patients and externally referred patients to make improvements in their physical and mental health. The gym operated at no cost to patients.

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

- Make improvements to increase the uptake of cervical screening and child immunisations.
- Formalise clinical supervision practices for non-medical prescribers.
- Raise awareness amongst staff regarding the role of the Freedom to Speak Up Guardian, and how to contact them.
- Complete the identified improvements to the dispensary.
- Improve processes for the assessment of medicines safety alerts and updates to ensure that necessary actions are undertaken.

Details of our findings and 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/telephone 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 Rycroft Primary Care Centre

Rycroft Primary Care Centre is located in Havercroft, Wakefield at:

Madeley Road

Havercroft

Wakefield

West Yorkshire

WF4 2QG

The practice has a branch surgery at:

South Hiendley Surgery

Main Street

South Hiendley

Barnsley

South Yorkshire

S72 9AB

The branch surgery at South Hiendley operates a dispensary service, and a gym operates from the main site in Havercroft. Both sites were visited as part of this inspection.

The provider of the service White Rose Surgery operates two locations who have each been registered separately with the Care Quality Commission. Rycroft Primary Care Centre, which is the subject of this inspection, and another practice, White Rose Surgery which operates from Exchange Street, South Elmsall, Pontefract WF9, this latter practice does not part of this inspection. Both practices share the same patient list, and have unified data in relation to patient outcomes.

The provider is registered with CQC to deliver the following Regulated Activities at this location; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Wakefield District Health & Care Partnership, of the NHS West Yorkshire Integrated Care Board. Rycroft Primary Care Centre delivers Personal Medical Services (PMS) as part of a contract held with NHS England. Rycroft Primary Care Centre and the practice at White Rose Surgery deliver care to a patient population of around 23,600, with Rycroft Primary Care Centre being responsible for 8,465 of these patients.

The practice is part of a wider network of GP practices as part of the Wakefield Health Alliance South. This comprises a partnership of GP practices who work together to improve patient care within their locality.

Information published by Public Health England shows that deprivation within the Rycroft Primary Care Centre and White Rose Surgery population group is in the second lowest decile (two of 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 Rycroft Primary Care Centre and White Rose Surgery is 98.4% White, 0.5% Asian, 0.7% Mixed, 0.3% Black and 0.1% Other.

The two practices have higher than national average prevalence for certain conditions including asthma, chronic obstructive pulmonary disease (COPD), depression, and obesity.

There are five GPs (three male/two female) who work at the practice and branch site, four of whom are GP partners and one who is a salaried GP (female). There are two advanced nurse practitioners (ANPs) (one male/one female), one practice nurse (female), one nurse associate (female), and one health care assistant (female). The branch surgery dispensary is staffed by two dispensers, with another member of staff undergoing training. Other clinical resource is provided to the practice from their primary care network (PCN). This includes clinical pharmacists, and first contact physiotherapists. Supporting these clinicians is a reception and administration team led by a practice manager and an assistant practice manager. The gym is staffed by a PCN funded health and wellbeing coach (male). The practice is accredited as a GP training centre supporting doctors training to specialise in general practice, and hosts medical students, student nurses, and trainee first contact physiotherapist placements.

The practice main site is open (including in-house extended hours) between 8am and 7.30pm Monday, Tuesday, Thursday and Friday and 8am to 7pm on Wednesday. The branch surgery is open 8.30am to 11.30am and 3.30pm to 6pm Monday, Tuesday and Friday, and from 8.30am to 11.30am on Wednesday and Thursday. The practice offers a range of appointment types including book on the day appointments, telephone consultations, advance appointments and home visits.

Additional extended access is provided for patients, where late evening and weekend appointments are available at other practices in the Wakefield area. Appointments for these services are available 3pm to 9.30pm Monday to Friday, 9am to 4pm Saturdays, and 9am to 1pm Sundays. Out of hours services are provided by Local Care Direct Limited.