

King Cross Practice

Inspection report

King Cross Surgery
199 King Cross Road, King Cross
Halifax
West Yorkshire
HX1 3LW
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www.kingcrosssurgery.co.uk

Date of inspection visit: 6 February 2019
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at King Cross Practice on 6 February 2019 as part of our inspection programme.

Our judgement of the quality of care at this service is based 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. The practice was previously inspected by the Care Quality Commission in April 2015 and rated as good overall.

We found that:

- Systems for reporting and recording significant events, both internal and external were embedded throughout the practice. Staff told us they felt comfortable raising any issues.
- There was a range of policies and protocols to support service delivery. An external contractor had been commissioned to update these. A new comprehensive staff handbook was in development at the time of our visit.
- The practice had recently experienced challenges due to the unplanned absence and resignation of a number of key personnel in the practice. Recruitment for replacements was almost complete at the time of our visit. A staff resilience session had been facilitated to listen to, and support staff during this period of change.
- Feedback from patients in relation to the care they received, and access to appointments was positive.
- Staff had access to up to date clinical guidance, and quality improvement activity was used as an agent for change to improve patient outcomes.

The area where the provider **should** make improvements is:

- Continue to develop and improve systems to achieve optimum outcomes for patients who have long-term conditions.

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

Professor Steve Field CBE FRCP FFPH 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) lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to King Cross Practice

King Cross Practice is located at 119 King Cross Road, Halifax HX1 3LW. The website for the practice is: www.kingcrosssurgery.co.uk.

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Surgical procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury

There are currently 7,995 patients registered at the practice. The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England.

The Public Health National General Practice Profile shows that around 21% of the practice population are of Asian origin; with around 2% being of black or other mixed ethnicity. The remainder of the practice population are of white ethnicity. The level of deprivation in the practice is rated as four, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest. The practice population encompassed pockets of affluence as well as highly deprived areas.

The age/sex distribution of the practice population shows a slightly higher proportion of patients aged 65 years and over than local and national averages. The average life expectancy for patients registered at the practice is 77 years for men and 82 years for women, compared to the national average of 79 years and 83 years respectively.

The practice offers a range of enhanced services which include minor surgery and childhood vaccinations and immunisations. In addition to providing GMS services to the practice population, the provider holds an additional contract with the Clinical Commissioning Group (CCG) to deliver GMS services to an intermediate care service comprising 33 beds, located in a residential home for older people located approximately one mile from the practice.

The clinical team is made up of three GP partners, two female and one male; one female salaried GP, two practice nurses and two health care assistants; all of whom are female. The practice also has access to regular locum GPs when required, and a locum advanced clinical practitioner with a background in pharmacy. At the time of our inspection the practice was completing the process of adding the male partner to the registration details with CQC.

The clinical team is supported by a practice manager, an operations support manager and a range of administrative, secretarial and service advisors.

The practice operates on three levels, with ground floor access. All patient areas are located at ground floor level and are accessible for people with mobility problems, or those who used a wheelchair. Additional rooms for staff use are located at basement level and on the first floor. The practice also had a wheelchair available in the event of patients requiring temporary assistance to mobilise. The practice has a small car park on site for patients, with additional pay and display parking facilities adjacent to the building.

Practice opening times are:

Monday 8am to 6pm

Tuesday 8am to 6 pm

Wednesday 8am to 12.30pm and 1.30pm to 6pm. (closed for one hour on Wednesday lunchtime for staff training. Patients could still access the practice by telephone during this time if required).

Thursday 8am to 6pm

Friday 8am to 6pm.

Out of hours care is provided by Local Care Direct which is accessed by calling the surgery telephone number, or by calling the NHS 111 service.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.