

Station Road Surgery

Inspection report

Station Road
Sowerby Bridge
HX6 3AB
Tel: 01422410433
www.stationsurgery.co.uk

Date of inspection visit: 3 August 2023
Date of publication: 08/09/2023

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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced comprehensive at Station Road Surgery on 3 August 2023. Overall, the practice is rated as good.

Safe – good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was the first inspection of this provider since they registered with the Care Quality Commission.

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 included:

- Conducting staff interviews in person and using video conferencing facilities.
- Staff questionnaires sent ahead of the inspection.
- Speaking with patients by telephone.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

Overall summary

- Patients could access care and treatment in a timely way.
- The practice was committed to the implementation of the NHS delivery plan for recovering access to primary care. They had implemented a total triage system and signposting where appropriate.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice carried out regular audit and improvement activity to monitor and improve the service.
- All staff working at the practice felt supported by the clinical and management team.

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

- Review and improve the infection, prevention and control policy.
- Continue with plans to address the backlog of summarising of patient records.
- Improve processes for the follow up of patients who were prescribed oral steroids for an asthma exacerbation, in line with NICE guidance.
- Review and improve processes for medicines that require monitoring, to capture all monitoring checks in one review.

We saw areas of outstanding practice:

Patients had access to education videos produced by one of the salaried GPs at the practice. The videos covered a wide range of topics including:

- advice on the shingles vaccine
- managing viral illnesses
- urgent cancer referrals
- breast lumps
- managing coughs and colds
- baby feeding
- mindfulness and meditation
- gut health
- intermittent fasting.

The videos provided advice such as self-care and when to seek medical advice. This was an ongoing project with videos being produced in response to local need. The videos were sent to patients as required but were also accessible via the practice website and for the wider population via a social media platform.

Men's health drop-in clinics were offered at the practice. The clinics enabled men to access health checks, screening and advice. The first session had been attended by 55 patients and this led to a number of new diagnoses including diabetes, hypertension, prostate problems, mental health issues and respiratory conditions. The practice planned to hold further events to continue this work.

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

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 with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Station Road Surgery

Station Road Surgery is located at:

Station Road

Sowerby Bridge

West Yorkshire

HX6 3AB

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS West Yorkshire Integrated Care Board and provides services to 10,141 patients under the terms of a General Medical Services (GMS) contract.

The practice is part of the Calder and Ryburn Primary Care Network (PCN). PCNs are a group of practices working together to focus care on the needs of the local population.

Information published by the Office for Health Improvement and Disparities, rates the level of deprivation within the practice population group as 4, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.

According to the latest available data, the ethnic make-up of the practice area is 97% white, 2% Asian, with a further 1% originating from mixed, or other non-white ethnic groups.

The service is provided by 2 GP partners and 2 salaried GPs, 4 long term locum GPs, 2 locum advanced nurse practitioners, a family planning nurse, 2 practice nurses and a GP assistant. At the time of our inspection the practice was supporting 4 GP registrars in training.

The clinical team are supported by an experienced team of managerial, reception and administrative staff.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, book in advance, telephone consultations and eConsultations.

The practice offers in-house extended hours from 6.30pm until 8pm every Monday evening, from 6.30pm until 8pm every fourth Friday evening and 9am until 5pm every fourth Saturday.