

Pinfold Lane Surgery

Inspection report

Health Care First Partnership
Pinfold Lane Surgery
Pinfold Lane
Mickletown Methley
Leeds
West Yorkshire
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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

This practice is rated as good overall. Population groups are all rated as good except for people whose circumstances make them vulnerable, which was rated as outstanding.

We carried out an announced comprehensive inspection at Pinfold Lane Surgery on 21 January 2020. The practice had been formed under a new provider Health Care First Partnership in 2017 arising from a merger between two previously established practices, Ferrybridge Medical Centre and Dr Bance and Partners. The new practice has a continuing regulatory history with the Care Quality Commission from these previous providers. At their last inspections Ferrybridge Medical Centre was rated outstanding overall, and Dr Bance and Partners was rated as good overall.

We based our judgement on 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.
- Information from the provider, patients, the public and other organisations.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes. Learning from incidents was shared with others to prevent recurrence.
- The practice had developed a medicines team which had improved prescribing and medication performance which as a consequence had increased clinical capacity.
- As a provider of primary services at scale, the practice had developed a detailed governance system and introduced procedures and processes to support this. This included the monitoring and reporting of performance.
- Quality improvement activity was embedded within the practice. This included clinical audit, and measures to improve governance, oversight and organisational management.
- The new provider and the management team had a good understanding of the challenges facing the practice and had put in place measures to resolve and tackle these.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence based guidelines.
- The practice had established a patient contact centre which included patient call back and triage to manage demand and access to services. This centre dealt with approximately 4,000 contacts per week.
- Members of clinical and non-clinical teams reported being well supported in their roles. The practice had appointed a staff liaison manager to lead on improved communication and staff integration issues.
- Performance in relation to cervical screening was below the national target. However, the practice had identified measures to improve this.
- The practice had developed a nurse-led home visiting service which provided timely assessments and services to support the needs of housebound patients.
- The practice had identified groups in need of additional support and actively supported carers and veterans from within their patient population.
- Members of the senior management and leadership team worked collaboratively with other services within the local health and care community.

We saw the following areas of outstanding practice including:

- The practice had developed a dedicated team to support those with a learning disability or learning difficulty. This service provided additional personalised patient contact and care, and offered patients greater flexibility and adjustments to meet their specific needs.
- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.

The areas where the provider **should** make improvements are:

- Introduce a system to ensure the accurate recording of dispensed controlled drugs upon collection or within 24 hours.
- Record the delivery of prescription stationery into the relevant practice branch surgery in accordance with national guidance.
- Implement and embed a system to record the medicines delivery driver's signature upon receipt of medicines for dispatch.

Overall summary

- Continue to reduce to summarising backlog at the practice.
- Improve the take-up of cervical screening amongst target groups.

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

Dr Rosie Benneyworth BM BS MDedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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	Outstanding	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a nurse specialist adviser, a GP specialist adviser observer, a CQC medicines inspector, and a second CQC inspector.

Background to Pinfold Lane Surgery

The provider Health Care First Partnership operates the main practice at Pinfold Lane Surgery, Pinfold Lane, Mickletown Methley, Leeds, West Yorkshire LS26 9AA. The practice also has four other operational branch sites, which are located at:

- Ferrybridge Medical Centre, 8-10 High Street, Knottingley, Wakefield, West Yorkshire, WF11 8NQ. The branch medical centre operates from Beauforth House and a separate nearby building known as High Street. As well as the delivery of medical care the Beauforth House site also operates a medicines dispensary service.
- Byram Surgery, St Edward's Close, Byram, West Yorkshire, WF11 9NT. This branch surgery also operates a medicines dispensary service.
- Elizabeth Court Surgery, Elizabeth Court, Elizabeth Drive, Airedale, Castleford, West Yorkshire, WF10 3TG.
- Castleford Health Centre, Welbeck Street, Castleford, West Yorkshire, WF10 1HB.

As part of the inspection we visited all of the above sites.

The provider is also associated with two other practices in the area. Patients from Health Care First Partnership are, therefore, able to make appointments and access services at these. However, these two practices did not form part of this inspection. They are located at:

- FMC Health Solutions Ltd (Park View Surgery), 60 Queen Street, Normanton West Yorkshire, WF6 2BU.
- Queen Street Surgery, 60 Queen Street, Normanton West Yorkshire, WF6 2BU.

The practice serves a patient population of around 27,300 people and is a member of NHS Wakefield Clinical Commissioning Group (CCG).

Both the main site and branch sites are located in premises that are readily accessible for those with a physical disability or mobility issues.

The practice age profile shows that 22% of its patients are aged under 18 years (compared to the CCG average of 20% and the England average of 21%), whilst it is slightly below the CCG average for those over 65 years old, (17% compared to the CCG average of 18%, the England average being 17%). Average life expectancy for the practice population is 78 years for males and 82 years for females (CCG average is 78 years and 82 years and the England average is 79 years and 83 years respectively). The practice serves an area of mixed deprivation and is ranked in the fourth most deprived 10% of areas in the country. The practice population is primarily composed of White British patients (98%).

The practice provides services under the terms of the Personal Medical Services (PMS) contract.

Attached to the practice, or with the ability to work closely with the practice, is a team of community health professionals that includes health visitors, midwives, members of the district nursing team and health trainers.

Health Care First Partnership has around 130 staff members composed of a clinical team made up of GP partners, salaried GPs, Advanced Nurse Practitioners, triage nurses, practice nurses, health care assistants, pharmacists and pharmacy technicians. The non-clinical team is composed of managers, call handlers, receptionists and administration staff.

The practice appointments include:

- Pre-bookable appointments which can be made from four weeks in advance for both GP and nurse-led clinics

- On the day/urgent appointments
- Telephone triage/consultations where patients can speak to a GP or advanced nurse practitioner.
- Online consultations
- Home visits.

Appointments can be made in person, via telephone or online.

The main practice site and branch sites are open between 8:00am and 6:00pm Monday to Friday, although times vary across the week for individual locations. In addition, Ferrybridge Medical Centre operates on Saturdays 8:00am to 12:00 noon for pre-booked appointments only.

Extended hours care and weekend appointments are provided by GP Care Wakefield and are accessible at two sites in the locality.

Outside of the above times patients can access services provided by Local Care Direct Limited and NHS111.