

Golden Valley Practice

Inspection report

The Surgery
Ewyas Harold
Hereford
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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced responsive inspection at Golden Valley Practice on 20 December 2019 as part of our inspection programme. This was scheduled following the practice's annual regulatory review which took place in June 2019. The practice had previously been inspected in October 2014 and rated as good.

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 have rated this practice as good overall and good for all population groups with the exception of families, children and young people which has been rated as requires improvement.

We found that:

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Urgent same day patient appointments were available when needed. All patients we spoke with and those who completed comment cards before our inspection said they were always able to obtain same day appointments and access care when needed.

- Patients' needs were assessed and care delivered in line with current guidelines. Staff had the appropriate skills, knowledge and experience to deliver effective care and treatment.
- Results from the national GP patient survey revealed a high level of patient satisfaction about the care given at the practice which was either in-line with or above local and national averages. For example, 95% of patients who responded said that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern and 99% had confidence and trust in the healthcare professional they saw or spoke to.
- Patients said GPs gave them enough time and treated them with dignity and respect.

However there was an area of practice where the provider should make improvement:

- The practice should continue to follow the action plan already in place to improve take-up for children's vaccinations in order to see improvement continue.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief 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	Requires improvement	
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 adviser.

Background to Golden Valley Practice

Golden Valley Practice is located in Ewyas Harold near Hereford and provides primary medical services to patients. Golden Valley has a branch surgery at Peterchurch but we did not inspect the branch surgery at this time. Golden Valley Surgery has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice covers a mostly rural area 13 miles west of the City of Hereford, which includes Dorstone, Craswell, Pandy and Orcop. The practice has a dispensary.

The practice has three partner GPs (two male and one female), a salaried GP (male), a regular locum GP (male), an advanced nursing practitioner, two practice nurses, a dispensary manager, two healthcare assistants, as well as a practice manager, deputy practice manager, administrative and reception staff. There were 5800 patients registered with the practice at the time of the inspection. The practice is open from 8am to 6pm Monday to Friday. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice treats patients of all ages and provides a range of medical services. The practice provides a number of clinics such as disease management clinics which includes asthma, diabetes, heart disease and stroke, chest, and mental illness. It offers child immunisations, family planning, minor surgery, smoking cessation and well person clinics. Practice nurses can be seen by appointment for blood tests, blood pressure tests, and new patient checks. Visiting healthcare staff such as health visitors and community psychiatric nurses sees patients at both Golden Valley and their branch surgery. The practice does not provide an out of hours service but has alternative arrangements in place for patients to be seen when the practice is closed.

Since our last inspection in 2014, the practice has joined the local Primary Care Network, a group of GP practices and other healthcare providers who work together to improve healthcare locally.

The National General Practice Profile states that 99% of the practice population has a white ethnicity, with 0.6% from a mixed race or Asian background with a further 0.3% of the population originating from black, mixed or other non-white

ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.