

West End Clinic

Inspection report

West End Lane
New Rossington
Doncaster
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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

At the last inspection in March 2017 we rated the practice as good overall and for delivering safe, effective, caring, responsive and well-led services. We carried out an announced comprehensive inspection at the West End Clinic on 30 April 2019 as part of our inspection programme.

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.

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.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue with plans for staff training in fire safety and infection prevention and control.
- Review the document management process.
- Develop coding guidance for staff to follow to ensure consistency.
- Continue with plans to monitor action taken in relation to patient safety alerts.

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

Dr Rosie Benneyworth BM BS BMedSci 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	Good 
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.

Background to West End Clinic

The West End Clinic is located in Rossington on the outskirts of Doncaster.

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

The West End Clinic is situated within the Doncaster Clinical Commissioning Group (CCG) and provides services to 4,652 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice registered with the CQC in December 2016 as an individual practice. The practice has one lead GP (female), one salaried GP (male), two locum GPs (male),

one advanced nurse practitioner, one nurse and one health care assistant. Non clinical support is provided by a practice manager and an experienced administration/reception team.

The Public Health National General Practice Profile shows that around 98% of patients are of a White/British origin. The level of deprivation within the practice population is rated as three, on a scale of one to ten. Level one represents the highest level of deprivation; and level ten the lowest.

The practice has a lower than average number of patients aged over 65 years. The age/sex profile of the practice shows a higher number of patients aged between five and 14 years registered at the practice. The average life expectancy for patients at the practice is 76 years for men and 81 years for women, compared to the national average of 79 years and 83 years respectively.