

Patience Lane Surgery

Inspection report

Patience Lane
Normanton
West Yorkshire
WF6 2JZ
Tel: 01924890729
www.patienceLANESurgery.nhs.uk/

Date of inspection visit: 15/01/2019
Date of publication: 07/02/2020

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.

We carried out an announced comprehensive inspection at Patience Lane Surgery on 15 January 2020. Dr Gutta registered with the Care Quality Commission on 2 April 2019 to deliver and manage services to patients at Patience Lane Surgery, Patience Lane, Normanton, West Yorkshire, WF6 2JZ. Prior to this change in registration Dr Gutta was a partner at the Patience Lane location, and there was continuity between the clinical and non-clinical staff.

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.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Staff told us they felt safe working at the practice and were supported by visible and approachable leaders.
- Patients received effective care and treatment that met their needs. Outcomes for patients were regularly monitored. The practice had achieved 100% uptake in all four childhood immunisation uptake indicators which exceeded the WHO based national target of 95% (the recommended standard for achieving herd immunity).
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. We were told of several examples where staff went 'the extra mile' to support patients.

- The practice organised and delivered services to meet and respond to patients' needs. The provider had reviewed and improved outcomes for patients in a number of areas including diabetes, mental health and chronic obstructive pulmonary disease (COPD).
- Patients could access care and treatment in a timely way. The practice scored higher than the CCG average in every question of the 2019, GP Patient Survey, 99% of patients said they were involved as much as they wanted to be in decisions about their care and treatment.
- The practice had an active and engaged patient participation group. We saw that the views of patients, staff and external partners views were sought and acted upon.
- Staff reported they felt supported by leaders at the practice. On the day of inspection the team demonstrated that they were aware of the ethos of the practice. Staff were aware of their own individual roles and responsibilities and were committed to meeting patient needs.

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

- Continue to ensure that the backlog of patient notes is summarised in a timely manner.

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 advisor and a second CQC inspector.

Background to Patience Lane Surgery

Patience Lane Surgery is situated at Patience Lane, Normanton, WF6 2JZ, West Yorkshire and provides services for 2,485 registered patients. This is a purpose built health centre, which is accessible with car parking, public transport links and a pharmacy nearby.

The surgery is situated within the NHS Wakefield Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract. This is a contract between general practices and primary care organisations for delivering services to the local community.

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

Public Health England figures show that only 2.1% of patients are from a black or minority ethnic group. Additional Information published by Public Health England, rates the level of deprivation within the practice population as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Life expectancy for male and female patients is comparable to the national average, male life expectancy is 79 years and female life expectancy is 83 years.

Data shows that 17.7% of the patient population is aged under 18 which is lower than the CCG average of 20.2% and the national average of 20.6%. In contrast, the practice supports a higher number of patients aged over 65 at 20.9%, compared with the CCG average of 18.7% and the national average of 17.4%. Figures showed that 2% of the practice population were housebound.

Dr Praveen Gutta is a single handed provider who registered as the practice provider in April 2019. Dr Gutta is male and the lead GP at the practice. There are two locum GPs who both work part time, (one male and one female) and a further female GP who offers one session per week in her role as a diabetes specialist GP.

In addition, there is a part time, female, Advanced Nurse Practitioner (ANP). On the day of inspection the practice were using locum nursing and healthcare assistant (HCA) staff whilst they recruited staff to these posts. There is a full-time practice manager and a small team of reception and administration staff.

The reception at Patience Lane Surgery is open between 8.30am and 6pm Monday to Friday (excluding bank holidays). A range of appointments are available during morning and afternoon clinics. Additional extended

hours appointments were available on a Wednesday until 7.15pm and a Thursday until 7pm. Pre-bookable appointments were available to all patients and could be made up to 4 weeks in advance.

As part of a confederation of practices working together, access to same day GP and Advanced Nurse Practitioner appointments are available out of hours. This service operates from 6pm to 10pm Monday to Friday (a percentage of these are bookable by practices from 4pm) and from 9am to 3pm on Saturday and Sunday. Patients access the service by calling the GP practice number and this is forwarded to the extended hours provider automatically which provides a seamless transfer.

Access to routine care appointments, blood tests and long-term condition support delivered by nurses and health care assistants is also available. This service operates from 6pm to 8pm Monday to Friday (bookable up to 28 days in advance), and from 9am to 1pm on Saturdays.

The practice works closely with a neighbouring practice and are also part of a primary care network where they work in partnership with five other GP practices in the local area.

Out-of-hours treatment could be accessed by calling the surgery telephone number or contacting the NHS 111 service.