

# Guiseley and Yeadon Medical Practice, Yeadon Health Centre

## Inspection report

South View Road  
Yeadon  
Leeds  
LS19 7PS  
Tel:

Date of inspection visit: 26 April & 5 May 2023  
Date of publication: 12/07/2023

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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Good</b>	
Are services caring?	<b>Good</b>	
Are services responsive to people's needs?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an announced comprehensive inspection at Guiseley and Yeadon Medical Practice on 26 April and 5 May 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.

This inspection was a comprehensive inspection, therefore we inspected of the following key questions:

Safe

Effective

Caring

Responsive

Well-led

## 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 using video conferencing.
- 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.
- Staff questionnaires.

## Our findings

# Overall summary

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.
- The practice had systems in place to ensure patients with urgent clinical needs could be prioritised.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The provider was committed to developing services to meet the needs of the local population.
- The provider was committed to supporting staff health and wellbeing.

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

- Review the arrangements for senior leadership presence at the practice and address the concerns raised regarding the process of sharing learning from significant events with the wider practice team and clinical leadership to support the management of difficult cases.
- Improve the identification of patients who also act as a carer.
- Undertake appraisals for non-clinical staff.
- Continue to monitor and improve access and patient satisfaction.
- Improve engagement and feedback with the patient participation group.

## 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 Guiseley and Yeadon Medical Practice, Yeadon Health Centre

Guiseley and Yeadon Medical Centre is located at:

17 South View Road

Yeadon

Leeds

West Yorkshire

LS19 7PS

The practice has a branch surgery at:

10 Netherfield Road

Guiseley

Leeds

West Yorkshire

LS20 9HE

We visited both sites as part of our inspection.

The service is provided by Dr Joanne Cummings, who 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. These are delivered from both sites.

The practice offers services from both the main practice and the branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of 11,863. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices working together, as a Primary Care Network (PCN), to offer a greater range of services to the local community. Guiseley and Yeadon Medical Practice is a member of the Yeadon Primary Care Network.

Information published by Office for Health Improvement and Disparities, rates the level of deprivation within the practice population as 8, 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, 1% Asian, and 2% originating from mixed or other non-white ethnic groups.

Care at the practice is provided by 1 GP partner, 6 salaried GPs, 3 advanced nurse practitioners, 1 phlebotomist/healthcare assistant, 1 health care assistant and a pharmacist. The clinical team is supported by a business manager, a deputy manager, a pharmacy technician, a prescribing clerk and an administrative team.

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

Extended access is provided locally by Yeadon Primary Care Network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.