

Dr's H.C. Ash, K.A. Harris & J.E. Hirst

Inspection report

Dearne Valley Health Centre
Wakefield Road, Scissett
Huddersfield
West Yorkshire
HD8 9JL
Tel: 01484862793
<http://www.dearnevallyhc.org.uk>

Date of inspection visit: 8 October 2019 to 8 October 2019
Date of publication: 07/11/2019

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 focused inspection at Dr's H.C. Ash, K.A. Harris & J.E. Hirst on 8 October 2019. The practice was previously inspected by the Care Quality Commission in November 2015, when it received a rating of Good overall, and for all population groups.

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: are services effective and are services well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: are services safe, are services caring and are services responsive.

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 have rated this practice as good overall and good for all population groups.

We found that:

- There was evidence of quality improvement, which included a comprehensive programme of audit and performance management.
- Patients received structured reviews of their care and treatment and received advice and support to manage

their symptoms. Care planning was detailed and considered the specific needs of patients. The practice ensured that care and treatment was delivered according to evidence based guidelines.

- The practice was above the national target for the uptake of childhood immunisations and cancer screening programmes.
- The practice had implemented succession planning measures. We saw that processes were in place to develop and support both clinical and non-clinical staff to develop their roles.
- 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.
- Services had been developed to meet the specific needs of their population.
- The practice worked with others at a locality level to plan and develop services.
- Staff told us they felt supported and valued by the leadership team at the practice.
- The Patient Participation Group was active and worked closely with the practice management team.

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

- Review and seek to improve performance in relation to cancer two week wait performance.

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

Our inspection team

The inspection was led by a CQC inspector, the team included a GP specialist advisor and a second CQC inspector.

Background to Dr's H.C. Ash, K.A. Harris & J.E. Hirst

Dr's H.C. Ash, K.A. Harris & J.E. Hirst is located at Dearne Valley Health Centre, Wakefield Road, Scissett, Huddersfield, West Yorkshire, HD8 9JL. The practice provides services for around 4,000 patients under the terms of a Personal Medical Services (PMS) contract. The practice building is purpose built and is accessible for those with a physical disability or mobility issues. In addition, the practice has limited on-site parking available for patients, with a designated space for disabled patients who require them. The practice operates as part of NHS Greater Huddersfield Clinical Commissioning Group (CCG).

The practice catchment area is classed as an area of lower than average deprivation being ranked with the group of the ninth more deprived areas in England (the most deprived being ranked a one and the least deprived as ten). The age profile of the practice shows that it has a higher number of patients aged 65+ years old (20% compared to CCG and England averages of 17%).

Dr's H.C. Ash, K.A. Harris & J.E. Hirst is registered with the Care Quality Commission to provide the following regulated activities; surgical procedures, diagnostic and screening procedures, family planning, maternity and midwifery services and the treatment of disease, disorder or injury.

There are three GP partners (one male and two female) who work at the practice. They are supported by two practice nurses and two health care assistants (HCAs) (all female). The clinical team is supported by a practice manager, deputy manager and an administration and reception team.

Dearne Valley Health Centre is a training practice. They are accredited to train and support qualified doctors to become GPs.

Allied with the practice is a team of community health professionals that includes health visitors, community matrons, midwives, members of the district nursing team and pharmacy professionals.

The practice offers:

- Pre-bookable appointments
- Urgent and on the day appointments
- Telephone triage and telephone consultations
- Home visits

Appointments can be made in person, online or by telephone. Practice opening times are Monday to Friday from 8am to 6pm. Appointments with GPs are available from 8.30am to 5.40pm on these days. In addition, the practice offers their own extended hours service on a Tuesday from 6.30pm to 8pm with appointments available from 6.30pm to 7.45pm.

Patients from the surgery can also access extended hours services which are delivered from five nearby practices. This operates from 6.30pm to 8pm Monday to Friday.

Out of hours care is provided by Local Care Direct Limited and is accessed via the surgery telephone number or by calling the NHS 111 service.

The previously awarded ratings are displayed as required in the practice and on the practice website