

Doctors Lane Surgery

Inspection report

Aldbrough St John
Richmond
DL11 7TH
Tel: 01325374332

Date of inspection visit: 08 December 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Doctors Lane Surgery in relation to the responsive key question. This assessment was carried out on 8 December 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as **Good**.

Safe - Good

Effective – Good

Caring - Good

Responsive – Good

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for the

Doctors Lane Surgery on our website at www.cqc.org.uk

Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the assessment

This assessment was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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.

Overall summary

We found that:

We rated responsive as good because:

- The practice had a proactive approach to identifying the needs of patients and responding to them.
- The practice understood the needs of its local population.
- National GP Patient Survey data was consistently high over several years including during COVID-19. Data was consistently above local and national averages.
- Feedback we received from patients regarding appointments and access was mostly positive.
- The practice dealt with complaints in a timely manner and learned from them.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our assessment was carried out by a CQC inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Doctors Lane Surgery

Doctors Lane Surgery is located at Aldbrough St John, Richmond, North Yorkshire, DL11 7TH

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

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Board and delivers a General Medical Services contract (GMS) to a patient population of around 3250 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN) known as Richmondshire PCN which is made up of 8 practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the ninth lowest decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is open 8.30am to 8pm on a Monday, 8.30am to 6pm on a Tuesday, 8am to 6pm on a Wednesday, 8.30am to 5pm on a Thursday and a Friday. The practice offers a range of appointment types including face to face, telephone consultations and advance appointments. The dispensary is open 8.30am to 6.30pm on a Monday, 8.30am to 6pm on a Tuesday and a Wednesday and 8.30am to 5pm on a Thursday and a Friday. The dispensary is closed between 12pm and 2pm daily.

Outside of the 8am - 6.30pm core hours, out of hours calls are directed to 111. Out of hours services are provided by 111 Harrogate and District NHS Foundation Trust when the practice closes before 6.30pm. Enhanced access appointments are provided by a local provider where late evening and weekend appointments are available.