

Market Weighton

Inspection report

Market Weighton Practice
10 Medforth Street, Market Weighton
York
YO43 3FF
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www.humber.nhs.uk

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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?

Requires Improvement



Overall summary

We undertook a targeted assessment of the responsive key question at Market Weighton Practice. The rating for the responsive key question is Requires Improvement. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe – Not inspected, rating of Good carried forward from previous inspection

Effective - Not inspected, rating of Good carried forward from previous inspection

Caring - Not inspected, rating of Good carried forward from previous inspection

Responsive – Requires Improvement

Well-led - Not inspected, rating of Good carried forward from previous inspection

The full reports for previous inspections can be found by selecting the 'all reports' link for Market Weighton on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

How we carried out the inspection/review

- This assessment was carried out without a site visit
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

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.

We found that:

- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way.
- Complaints were handled in a timely manner.

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

Overall summary

- Continue to monitor access to the practice, audit and analyse the new appointment system and continue to monitor patient feedback.

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 inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Market Weighton

Market Weighton Practice is located in Market Weighton at:

Market Weighton Practice, Wolds House Medical Centre

10 Medforth Street

Market Weighton

York

YO43 3FF

The provider for Market Weighton Practice is Humber Teaching NHS Foundation Trust.

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

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Systems (ICS) and delivers General Medical Services (GMS) to a patient population of about 9,299. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The group of 6 practices is known as Harthill Primary Care Network (PCN).

The practice scores 10 on the deprivation measurement scale: the deprivation scale goes from 1 to 10, with 1 being the most deprived. People living in more deprived areas tend to have a greater need for health services.

The practice's clinical team is made up of 5 salaried GPs (3 male, 2 female). In addition, there are 3 advanced clinical practitioners, 2 practice nurses, 2 pharmacists, and 3 health care assistants (HCA). The clinical team are supported by a senior practice manager, deputy practice manager and a team of administration and reception staff.

The surgery is open between 7:50 am to 6:00 pm on Monday, Tuesday, Wednesday and Friday. On Thursday's the practice is open from 7:50 to 8:00pm. Extended access is provided locally by the Primary Care Network (PCN), appointments are available 7:30 – 8 am with a practice nurse and HCA.

Out of hours services are accessed via the NHS 111 service