

Kimberlow Hill Surgery

Inspection report

Kimberlow Rise
York
YO10 5LA
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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Kimberlow Hill Surgery on 30 July 2019 as part of our inspection programme. This service was previously registered as a location of Wenlock Terrace Surgery and was inspected under that service name. The practice was rated overall good; however, the effective key question was rated as requires improvement.

The full comprehensive report on the previous inspections can be found by selecting the 'all reports' link for Wenlock Terrace Surgery on our website at [this link](#). This inspection was a desk-based review carried out between the 6th and 8th September 2020. A site visit was not undertaken due to Covid-19, the provider has furnished us with evidence, and we have had a conversation with them to discuss the evidence they have sent us. Our key findings were as follows:

At the inspection in July 2019 we rated the practice as requires improvement for providing Effective services. Consequently, we rated all the population groups as requires improvement as the measures the practice had put in place for improvement were in infancy and not yet demonstrated in data.

We rated the Effective domain as requires improvement because:

- We saw the Quality and Outcomes framework data showed the practice to be below national and local performance published data in several areas.

At this focused review we found that the practice had made the necessary improvements.

We were supplied with evidence of improvements and initiatives the practice had made to improve the uptake of cervical cytology. We saw that the practice had completed 441 cervical screenings since July 2020 when screening was again allowed following COVID 19 restrictions.

We saw there were further nursing staff recruited with the required skills in undertaking cervical screening.

At this review we saw that the practice had improved their process for recalling patients for review of their long-term condition by using their birthday month.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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

This review was carried out by a CQC Inspector,

Because of the current Covid 19 pandemic situation a site visit was not undertaken, however the provider submitted to CQC evidence that gave assurances that action had been taken in relation to the identified shortfalls from the previous inspection.

Background to Kimberlow Hill Surgery

Kimberlow Hill Surgery, Kimberlow Rise, York, North Yorkshire, YO10 5LA, also known as Unity Health provides general medical services to approximately 23,000 patients in the Fulford, Heslington and Osbaldwick areas of York. Services are also provided from a branch practice at Wenlock Terrace Surgery, 18 Wenlock Terrace, York, North Yorkshire, YO10 4DU. Kimberlow Hill Surgery was previously registered with the Care Quality Commission as a branch of Wenlock Terrace Surgery but has now re-registered with Kimberlow Hill Surgery as the main location.

This practice is sited on the University of York campus and as such has a high population of patients who are students, including international students (65%). All patients can be seen at any of these locations.

Most patients are aged between 18 and 44 years of age, with 53% of patients between the ages of 16 to 24. The index of multiple deprivation score for this practice population is 10 which means that it is in one of the least deprived areas and lower than average for England.

At the time of the review there were two Clinical GP Partners (one male and one female) and one Managing

Partner, plus four salaried GPs. There were four practice nurses and two health care assistants (HCAs). There was a pharmacist and a mental health therapist/ counsellor. They were supported by a range of administrative staff.

The provider is registered for the provision of the following regulated activities from both locations:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

The Kimberlow Hill Surgery is open from 8am to 6pm with extended hours on Monday to Thursday from 6pm to 8pm and on Saturday from 9am to 1pm. The practice at Wenlock Street Surgery is open from 8am to 6pm Monday to Friday. The practice is part of a GP federation Nimbuscare Ltd and as such patients registered at the practice can access appointments at weekends and evenings. This is as part of the improving access scheme which started in October 2018. Out of Hours care is provided by Vocare in York via the 111-telephone number.