

Kingswell Surgery

Inspection report

40 Shrewsbury Road
Penistone
Sheffield
S36 6DY
Tel: 01226765300

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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?

Outstanding



Overall summary

We carried out an announced assessment of Kingswell Surgery on 20 December 2023. The assessment focused on the responsive key question.

Following our previous inspection on 5 February 2019 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Kingswell Surgery on our website at www.cqc.org.uk.

The practice continues to be rated as good overall and for providing safe, effective, caring and well led services as this was the rating given at the last comprehensive inspection. However, as a result of the findings of this focused assessment we have now rated the responsive key question as outstanding.

Safe - Good

Effective - Good

Caring - Good

Responsive – Outstanding

Well-led - Good

Why we carried out this assessment.

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 out remotely and did not include a site visit.

This included:

- Conducting provider and staff interviews using video conferencing.
- Reviewing patient feedback from a variety of sources.
- Requesting evidence from the provider.
- Reviewing data we hold about the practice.
- Seeking information from relevant stakeholders.

We found that:

Overall summary

- During the assessment process, the provider highlighted the efforts they were making or are planning to make to improve the responsiveness of the service for their patient population. Patient feedback showed high levels of satisfaction relating to access indicating they could access care and treatment in a timely way. High levels of patient satisfaction had been maintained for a number of years despite the Covid pandemic challenges. They continuously reviewed their appointments system in response to feedback and demand and planned ahead to ensure appointment availability. They had also consistently achieved or exceeded national targets for uptake in childhood immunisations and cervical screening. They had a responsive complaints procedure.

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 led by a CQC lead 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 Kingswell Surgery

Kingswell Surgery is located at 40 Shrewsbury Road, Penistone, S36 6DY.

The practice provides services to 4,840 patients under the terms of the NHS personal medical services (PMS) contract and is a dispensing practice. The provider is registered with CQC to provide the regulated activities, diagnostic and screening, maternity and midwifery, surgical procedures, family planning and treatment of disease, disorder or injury from this location.

This provider is a partnership of 2 GPs (1 male, 1 female) who registered with CQC as the provider for this location in May 2018. The practice employs 2 salaried GPs (female), 1 practice nurse, 2 healthcare assistants, a business manager, practice manager, an assistant manager, 2 dispensary staff and a team of administration and reception staff.

Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten, level one represents the highest levels of deprivation and level ten the lowest.

The practice population is similar to others in the Barnsley Clinical Commissioning Group (CCG) area with a higher number of patients of working age at 69.3% (CCG average 59.4%). 98.3% of patients are from a white ethnic group, 0.6% are from an Asian ethnic group and 0.7% are from mixed ethnic groups.

When the practice is closed patients are advised contact the NHS 111 service.