

# Rycroft Primary Care Centre

## Inspection report

Madeley Road  
Havercroft  
Wakefield  
WF4 2QG  
Tel: 01226725555

Date of inspection visit: 18 January 2024  
Date of publication: 07/02/2024

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 an announced assessment of Rycroft Primary Care Centre in relation to the responsive key question. This assessment was carried out on 18 January 2024 without a site visit. 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 – Good

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 Rycroft Primary Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection/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 inspection/review

This assessment was carried out 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 carried out the assessment
- 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:

- The practice understood the needs of its local population.
- Patients could access care and treatment in a timely way.
- National GP Patient Survey data was above local and national averages.
- The provider had implemented initiatives to improve phone and appointment access and worked towards continuous improvement.
- The provider was working with other local practices within its Primary Care Network to further improve access for patients.
- 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 Rycroft Primary Care Centre

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

Rycroft Primary Care Centre is located at:

Madeley Road

Havercroft

Wakefield

WF4 2QG

The practice has a branch surgery located at:

South Hiendley Surgery

Main Street,

South Hiendley,

Barnsley

S72 9AB

The branch surgery at South Hiendley operates a dispensary service, and a gym operates from the main site in Havercroft.

The provider of the service White Rose Surgery operates two locations who have each been registered separately with the Care Quality Commission. Rycroft Primary Care Centre, which is the subject of this assessment, and another practice, White Rose Surgery which operates from Exchange Street, South Elmsall, Pontefract WF9 2RD, this latter practice does not form part of this assessment. Both practices share the same patient list and have unified data in relation to patient outcomes.

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures. These are delivered from both sites.

The practice is situated within the NHS West Yorkshire Integrated Care Board and delivers Personal Medical Services (PMS) as part of a contract held with NHS England. Rycroft Primary Care Centre and the practice at White Rose Surgery deliver care to a patient population of around 24,030, with Rycroft Primary Care Centre and its branch surgery of South Hiendley are responsible for 8,600 of these patients.

The practice is part of a wider network of GP practices as part of the Primary care network. This comprises a partnership of GP practices who work together to improve patient care within their locality.

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

According to the latest available data, the ethnic make-up of the Rycroft Primary Care Centre and White Rose Surgery area is 97.1 % White, 0.7 % Asian and 2.2 % mixed and other.

The Rycroft primary care centre is open between 8am to 7pm Monday to Friday with extended access up to 7.30pm on Monday, Tuesday, Thursday and Friday. The branch surgery at South Hiendley is open 8.30am to 11.30am and 3.30pm to 6pm Monday, Tuesday, and Friday, and from 8.30am to 11.30am on Wednesday and Thursday.

The practice offers a range of appointment types including face to face, telephone and online appointments, which can be booked by phone, in person or online.

Additional access is provided for patients, where late evening and weekend appointments are available at other practices in the Wakefield area including the PCN hub, near to the practice. GP Care Wakefield is staffed by local GPs and nurses and is open for same-day appointments and advice every Monday to Friday, 6pm to 10pm, Saturdays, Sundays and Bank Holidays 9am to 3pm.