

# Charnock Health Primary Care Centre

## Inspection report

White Lane  
Sheffield  
S12 3GH  
Tel: 01142399202  
[www.charnockhealth.nhs.uk](http://www.charnockhealth.nhs.uk)

Date of inspection visit: 09 November 2022  
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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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Charnock Health Primary Care Centre on 8 and 9 November 2022. Overall, the practice is rated as Good. The rating for each key question is:

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

## **Why we carried out this inspection**

The location was inspected in line with our current priorities and was a comprehensive inspection.

## **How we carried out the inspection**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video and telephone conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Requesting staff to complete a short questionnaire.
- A short visit to the practice.

## **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 have rated this practice as Good overall**

We found that:

# Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm, though the system for monitoring historic medicine alerts required review.
- Patients received effective care and treatment that met their needs. Clinical searches and medical records we reviewed showed effective management and monitoring of patients with long-term conditions although management of some patients on some high-risk medications required review. Prevention data showed effective uptake of national screening programmes.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access urgent care and treatment in a timely way although some patients commented they struggled to use the appointment system.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care and staff told us they felt extremely supported by the provider and management.

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

- Implement a rolling system to ensure action is taken regarding historic medicine alerts.
- Develop a system to input result data from the hospital database for patients on high-risk medicines and those with long term conditions to ensure data is available to staff in the practice's clinical system.
- Review the system for monitoring patients on a high-risk medicine which assists with fluid leaving the body via the urine to ensure monitoring is carried out at the appropriate time as per national guidance.
- Utilise the alerts on the clinical system to ensure any monitoring is carried out at the appropriate time.
- Listen to patient feedback regarding the appointment system.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services**

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities, reviewed staff feedback forms and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Charnock Health Primary Care Centre

Charnock Health Primary Care Centre is located at White Lane, Sheffield, S12 3GH.

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

The practice is situated within the NHS South Yorkshire Integrated Care Board (SY ICB) and has a patient population of 5784 patients. The practice is also part of a wider Primary Care Network made up of local GP practices who provide shared services to their patients.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

Public Health England data shows 95.7% of the practice population are of white ethnicity, 1.3% are of Asian ethnicity and the remainder are of black or other ethnic minority (BAME) ethnicity. Of the patients registered 56% were of working age with 26% being elderly and 18% being younger patients.

There are three GP partners at this location and one salaried GP, one nurse practitioner, two part time practice nurses and two healthcare assistants. They are assisted by a practice manager and a team of administration and reception staff.

The practice is open 8am to 6pm Monday to Friday with the exception of Thursdays when the practice closes at 12 noon. Calls are diverted to the Sheffield Out of Hours Service during this time. When the practice is closed at other times, patients are advised to call 111.

Weekend and evening appointments are offered at one of the satellite clinics in Sheffield, in partnership with other practices in the area.