

Queens Road Surgery

Inspection report

252 Queens Road
Halifax
West Yorkshire
HX1 4NJ
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www.queensroadhalifax.nhs.uk

Date of inspection visit: 5 December 2018
Date of publication: 07/01/2019

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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Queens Road Surgery on 5 December 2018. This inspection was a follow up to a previous inspection on 25 April 2018, when the practice received a rating of requires improvement overall. At that time the practice was rated as good for providing effective, caring and responsive services; whilst they received a rating of requires improvement for providing safe and well led services. A breach of regulations was identified at that time. This inspection was carried out to review the changes and improvements the practice had implemented since their previous inspection, and to follow up on the breach of regulation identified at that time. Our inspection team was led by a CQC lead inspector, and included a GP specialist advisor.

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from ongoing monitoring of data about services as well as information from the provider, patients, the public and other organisations.

We have rated this practice as good overall, with the key question of are services responsive and all of the population groups rated as requires improvement.

We concluded that:

- The practice had reviewed their arrangements in relation to health and safety in the practice. A fire risk assessment had been completed and actions implemented. Fire drills were carried out in line with legal requirements and a legionella risk assessment had been completed, with identified actions implemented.
- Infection prevention and control arrangements had been revised and improved. Vaccine fridge monitoring processes were thorough, and childhood immunisation arrangements were appropriate.

- The practice had clarified their processes in relation to bullying and harassment and whistleblowing to enable staff to feel supported in raising concerns. Clear, confidential lines of reporting issues of concern had been developed and communicated to all staff.
- Practice systems for incident reporting were in place. We saw that lessons were learned and communicated to all staff.
- Care and treatment was delivered in line with up to date relevant evidence based guidance.
- Staff immunisation status had been reviewed, and arrangements put in place to ensure all staff were appropriately immunised.
- Systems for reviewing uncollected prescriptions were in place to optimise patient safety.

However, we also found that:

- There were challenges in relation to nurse recruitment. In addition, a number of key staff had recently indicated their intention to leave the practice.
- Patient feedback indicated that satisfaction with telephone access to the practice, and the experience of making an appointment was below local and national averages.

The areas where the provider **should** make improvements are:

- Continue to review and improve patient experience of telephone access and access to appointments.
- Continue to ensure arrangements are in place to provide appropriate cover for key staff pending permanent replacements being in post.
- Review and improve the arrangements in place for patients to be able to access a female GP if they wish to do so.

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

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Queens Road Surgery

Queens Road Surgery is located at 252 Queens Road, Halifax HX1 4NJ, approximately one mile to the west of Halifax town centre.

There are 6,439 patients registered on the practice list. The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England.

Queens Road Surgery is registered with the Care Quality Commission to provide the following regulated activities:

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

The practice building is single storey and is accessible to people with mobility difficulties, or those using a wheelchair.

The Public Health General Practice Profile shows that approximately 59% of registered patients are of black or mixed ethnicity. The level of deprivation within the practice population is rated as one, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest. People living in more deprived areas tend to have greater need of health services.

The average life expectancy for patients at the practice is 75 years for men and 80 years for women, compared to the national average of 79 years and 83 years respectively.

The age/sex profile of the practice shows a higher proportion of patients aged under 18 years, at 34%, compared with 22% locally and 21% nationally. A higher proportion of patients are unemployed, at 18%, compared to 6% locally and 5% nationally.

The practice is a teaching practice, which means it supports newly qualified doctors wishing to gain experience in general practice, as well as medical students in training.

The clinical team consists of three GP partners, all male, one female practice nurse and one female phlebotomist. At the time of our visit the practice was in the process of recruiting an additional two practice nurses. One of the GP partners and the practice nurse had recently indicated their intention to leave the practice within the next few months.

Non-clinical support is provided by a practice manager, operations manager, and a range of administrative, secretarial and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours are available on Monday evening between 6.30pm and 7.30pm for pre-booked appointments only. Appointments are available between 8am and 11.30am, and between 3.40pm and 6pm. Afternoon appointments on Thursday are for emergency purposes only.

Out of hours care is provided by Local Care Direct, which is accessed by calling the surgery telephone number, or by calling the NHS 111 service.

When we returned to the practice for this inspection, we checked, and saw that the previous inspection report rating was displayed, as required, on the practice website and in the practice premises.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
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This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
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