

Hazeldene House Surgery

Inspection report

Main Road
Great Haywood
Stafford
ST18 0SU
Tel: 01889881206

Date of inspection visit: 09 December 2021
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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?

Inspected but not rated



Overall summary

We carried out an unannounced announced inspection at Hazeldene House Surgery on 9 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Hazeldene House Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

This inspection included a site visit. The lead inspector spoke with staff on site.

Interviews were carried out with the practice manager we also spoke with reception staff and observed patient experiences in booking appointments or attending the surgery.

We found that:

- People were able to access appointments in a timely way
- Patients were able to make appointments in a way which met their needs.
- Patients with most urgent needs had their care and treatment prioritised.
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit.

Background to Hazeldene House Surgery

Hazeldene House Surgery is located in Greater Haywood Stafford at:

Main Road

Stafford

Great Haywood

Stafford

ST18 0SU

The practice is open each weekday from 8am to 6.30pm. The practice offered extended hours on a Monday, Tuesday, Thursday and Friday mornings from 7am with a GP and a healthcare support worker.

Appointments are available from 7am until 11am on Monday, Tuesday, Thursday and Friday Mornings and Wednesday mornings from 8am until 11am. Afternoon appointments are available weekdays from 2pm until 6.20pm and additional nurse appointments are available on a Monday evening 6.30 pm until 7pm.

The practice does not routinely provide an out-of-hours service to their own patients, but patients are directed to the out of hour's service, Vocare via 111 when the practice is closed.

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. Hazeldene House Surgery is registered with CQC as a partnership provider in Stafford and is a member of the NHS Stafford and Surrounds Clinical Commissioning Group. The practice is an active member of their local Primary Care Network (PCN), Rugeley and Great Haywood PCN.

The practice holds a General Medical Services (PGS) contract with NHS England. A GMS contract is the standard General Medical Services (GMS) contract used for providing GP services.

The practice is a dispensing practice and dispenses medicine to around 55% of their patients.

The practice has a higher proportion of patients aged 50-84 years. For example, 25% of the patients are aged 65 and over compared to the national average of 17%.

Hazeldene House Surgery is owned by the partners and is a two-storey property located in a semi-rural location covering a large area, approximately 110sq miles. Most of the clinical rooms are on the ground floor of the practice with one clinical room and the management situated on the first floor.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 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 practice area is 2.2% non-white ethnic group.

The age distribution of the practice population mirrors the local and national averages. There are more female patients registered at the practice compared to males.

At the time of our inspection the practice had 8,223 patients registered. The staff team comprises of five GP Partners plus one salaried GP. The practice is actively recruiting for a further salaried GP and an Advanced nurse practitioner (ANP) at the time of inspection. The GP's are supported by two part time practice nurses and two health care assistants. Through their membership of the PCN the practice also has access to a Physician Associate (PA) and social prescriber and a community mental health practitioner. Also provided through the PCN are a pharmacist and a pharmacy technician to support the dispensing part of their service. The clinical team are supported by a practice manager and a team of administrators and receptionists.

Due to the enhanced infection prevention and control measures put in place since the Covid-19 pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a face to face appointment.