

Clover City Practice

Inspection report

Central Health Clinic
Mulberry Street
Sheffield
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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?

Requires Improvement



Overall summary

We undertook a targeted assessment of the responsive key question at Clover City Practice. The rating for the responsive key question is requires improvement. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection for safe, effective, caring and well-led 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 – requires improvement

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 Clover City Practice on our website at www.cqc.org.uk

Why we carried out this assessment.

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

How we carried out the assessment

- This assessment was carried out without a site visit.
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

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.

We found that:

- Although some people were able to access care and treatment in a timely way with the national GP patient survey data showing patients’ overall experience of making an appointment had improved from the previous year, it also showed patient satisfaction had deteriorated over time with regard to accessing the practice by telephone.
- The provider had reviewed patient feedback and had developed an action plan to implement a new appointment system planned for January 2024. However, this was not in place at the time of the assessment.
- Complaints were satisfactorily handled in a timely manner.

Overall summary

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 inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Clover City Practice

Clover City Practice is located in the Sheffield city centre at Mulberry Street, Sheffield, S1 2PJ. The service does not have a practice boundary and patients from anywhere in Sheffield can register at this practice.

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 delivers Alternative Provider Medical Services (APMS) to a patient population of 5,280 patients. This is part of a contract held with NHS England. 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 fourth lowest decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others.

Ethnicity data was not available for the practice. The provider told us that 40% of patients registered did not have English as a first language and they had a higher number of working age patients registered.

There is a clinical director who has oversight of all the providers' location sites. There are 3 GPs at this location, 2 practice nurses, a healthcare assistant and they are assisted by support managers and a large administration and reception team. The team have the support of additional employed staff such as physiotherapist, pharmacy support and mental health worker. There is a governance structure in place with an operational team, senior management team and senior leadership team who report to the board of directors for the organisation.

Phone lines operate between 8am and 6pm Monday to Friday and the practice is open 8.15am to 6pm Monday to Friday.

Weekend and evening appointments are offered at one of the satellite clinics in Sheffield, in partnership with other practices in the area. When the practice is closed, patient calls are automatically transferred to the Sheffield Out of Hours Service which is located at the Northern General Hospital.