

# The Grange Medical Centre

## Inspection report

Highfield Road  
Hemsworth  
Pontefract  
WF9 4DP  
Tel: 01977610009

Date of inspection visit: 11 April 2022 12 April 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 responsive to people's needs?

Inspected but not rated 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at The Grange Medical Centre on 11 and 12 April 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective – Good

Caring – Not rated at this inspection

Responsive – Not rated at this inspection

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Grange Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in the area. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

## 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 conferencing and questionnaires.
- 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
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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:

- The way the practice was led and managed promoted the delivery of person-centred care.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.

Whilst we found the practice was not in breach of regulations, the provider **should**:

- Continue to develop and improve access to the service.
- Continue to develop and implement systems to ensure patient’s long-term conditions are managed appropriately

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities 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 The Grange Medical Centre

The Grange Medical Centre is in a purpose-built building in Highfield Road, Hemsworth, Pontefract, WF9 4DP. There are also two branch locations at Greenview Medical Centre, Waggon Lane, Upton, WF9 1JS and at Kinsley Medical Centre, Wakefield Road, Kinsley, WF9 5BP. The provider is also registered to operate an endoscopy unit on the Highfield Road site. Patients can access all three sites.

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 and surgical procedures.

The practice is situated within the NHS Wakefield Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 14,800. This is part of a contract held with NHS England.

Information published by Public Health England reported high levels of deprivation within the practice population group. Over 2,700 patients were older people, over 8,700 were classed as working age adults and over 3,000 were younger people. The practice population had a higher prevalence for obesity than the national average and a higher prevalence for chronic obstructive pulmonary disease.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, more face to face appointments were being offered.

Extended access and out of hours services were provided locally by a different provider where late evening and weekend appointments were available.