

Glebe House Surgery

Inspection report

19 Firby Road
Bedale
DL8 2AT
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www.glebehousesurgery.nhs.uk

Date of inspection visit: 6, 10 and 12 October 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 well-led?		Good	

Overall summary

We carried out an announced focused inspection at Glebe House Surgery on 6, 10 and 12 October 2022. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring – Not rated

Responsive – Not rated

Well-led - Good

Following our previous inspection on 5 November 2015, the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

How we carried out the inspection/review

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 included:

- Conducting staff interviews using video conferencing and obtaining feedback from staff using electronic questionnaires.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records.
- 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were adequate systems to assess, monitor and manage risks to patient safety with embedded systems in place to keep people safe and safeguarded from abuse.
- Patients received effective care and treatment that met their needs. The practice routinely reviewed the effectiveness and appropriateness of the care it provided. Regular multi-disciplinary working was evident.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. There were high levels of satisfaction across all staff. Staff spoke highly of the culture and the compassion of leaders
- There was evidence of systems and processes for learning, continuous improvement and innovation.

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

- Improve the system for gathering and maintaining a record of staff vaccinations.
- Take action to ensure all The Medicines and Healthcare products Regulatory Agency MHRA alerts are appropriately acted on.
- Take steps to review the backlog of patient records to be summarised and improve the system for overseeing this.
- Improve the process for reviewing, overseeing and auditing the nurse prescriber's prescribing.
- Improve the oversight arrangements of practice audits.

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. A second inspector 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 Glebe House Surgery

Glebe House Surgery is located at 19 Firby Road, Bedale, North Yorkshire, DL8 2AT, providing patient care to the population of Bedale and surrounding villages. The current list size is 9,537 patients which includes patients living in their own homes and care homes. According to the latest available data, the ethnic make-up of the practice area is 98.7% White, 0.5% other.

The surgery is situated within a new purpose-built building which was completed in December 2021. They are registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within Humber and North Yorkshire Health and Care Partnership. The Partnership is one of 42 Integrated Care Systems (ICSs) which cover England to meet health and care needs across an area, coordinate services and plan in a way that improves population health and reduces inequalities between different groups. The practice is part of a wider network of GP practices known as Hambleton South Primary Care Network (PCN) which is made up of four practices. Glebe House Surgery is a member of the Heartbeat Alliance, a local GP Federation made up of GP surgeries in Hambleton, Richmondshire and Whitby.

The practice scores nine on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

Glebe House Surgery currently has five partners. This comprises of 4 GP's and 1 advanced nurse practitioner (ANP). There is 1 salaried ANP and 2 salaried GPs. There are 4 nurses, 1 community nurse practitioner, 3 health care assistants and 2 phlebotomists. Through the PCN Glebe House Surgery has been allocated a first contact mental health practitioner, a practice pharmacist and a pharmacy technician. There is a practice manager, operational manager, office manager and a team of administrators, receptionists and secretaries. They are in their fourth year of taking medical students and first year of having a GP registrar after a period of not having one.

The practice is open 8am - 6.30pm Monday to Friday. Out of hours services are provided by NHS 111. Patients across Hambleton Richmondshire and Whitby areas can access routine appointments during evenings and weekends via the Better Access service.