

Askern Medical Practice

Inspection report

The Askern Medical Centre
The White Wings Centre, Askern
Doncaster
DN6 0HZ
Tel: 01302700378

Date of inspection visit: None
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

The report was created as part of a pilot which looked at new and innovative ways of fulfilling Care Quality Commission's (CQC) regulatory obligations and responding to risk in light of the Covid-19 pandemic and reducing the burden placed on practices by minimising the time inspection teams spend on site.

This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the provider. The assessment did not include on-site inspection and therefore the practice has not been rated or ratings from our previous inspection have not been reviewed.

The practice was last inspected in February 2020 when it was rated as requiring improvement overall (requires improvement for the safe and responsive key questions; good for the caring, effective and well-led key questions). We will follow up on the issues identified at the February 2020 during a further inspection later this year.

Background

We undertook a remote regulatory assessment on 8 April 2021 following receipt of information of concern. We focused our assessment on the safe and responsive key lines of enquiry.

During the assessment we reviewed the clinical record system for Askern Medical Practice and a sample of patient records. We also spoke with two GPs and reviewed information that we had asked the provider to send to us.

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:

- Appropriate processes were in place for the management of test results, clinical correspondence and repeat prescriptions
- Staff were working within their range of competency
- Feedback in relation to the minor surgery service for the period 1 April 2020 to 31 March 2021 was 100% positive.
- Home visit requests were dealt with appropriately and as soon as clinically necessary, either by a practice GP following triage by the on-call GP or by referral to the local Emergency Care Practitioner Service
- The practice offered a mix of remote, face to face and online consultations. If a clinician felt a patient needed to be seen in person following a remote consultation then arrangements were made to facilitate a face to face appointment, usually on the same day.
- Patient satisfaction regarding telephone access and access to appointments is poor. This is an issue that we identified at our inspection of the service in February 2020. We will consider this issue further during a subsequent inspection of the service.

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

- Continue to look at ways of improving patient satisfaction and managing patient expectations regarding telephone access.

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

Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team consisted of a CQC lead inspector and a member of the CQC medicines team.

Background to Askern Medical Practice

Askern Medical Practice provides care and treatment to approximately 7,900 patients of all ages from the North Doncaster area. The practice is part of NHS Doncaster Clinical Commissioning Group (CCG) and operates on a Personal Medical Services (PMS) contract.

The practice provides services from the following addresses:

Main Surgery Branch Surgery

Askern Medical Practice

The White Wings Centre

Spa Pool Road

Askern,

South Yorkshire

DN6 0HZ

Branch Surgery

Mexbrough Medical Practice

Mexbrough Immediate Healthcare Centre

Alagu Close

Off Highwoods Road

Mexbrough

Doncaster

S64 9AE

The practice is registered with the CQC for the treatment of disease, disorder or injury; diagnostic and screening procedures; maternity and midwifery services and surgical procedures.

Both premises are suitable for patients with mobility issues and on-site car parking is available which includes dedicated disabled parking.

Patients can book appointments in person, on-line or by telephone. Opening hours are as follows:

Main surgery

Monday, Wednesday, Thursday and Friday – 8am to 6pm

Tuesday - 8am to 7.30pm

Alternate Saturdays – 9am to 11.30am

Branch Surgery

Monday to Friday – 8am to 8pm

Alternate Saturdays – 9am to 11.30am

Appointments with a GP are available from 8am to 4pm at the main surgery and 8am to 6pm at the branch surgery. Appointments with a nurse are available from 8am to 6pm at the main surgery and 8am to 8pm at the branch surgery.

Patients registered with the practice are also able to access appointments at any of the providers other practices also based in the North Doncaster area (Conisbrough Medical Practice and Church View Surgery (which is also known as Denaby Practice)).

Across all sites the practice has:

- 5.5 whole time equivalent (wte) GPs
- 2.4 wte advance nurse practitioners
- 3 wte practice nurses (including two nurse prescribers)
- 3 wte healthcare assistants
- Several part time allied health practitioners including mental health nurse, pharmacists and a pharmacy technician
- A number of non-clerical members of staff including a group practice director, business manager, finance manager, site managers, receptionists and secretaries.

The practice is the lead for the North Doncaster Primary Care Network which consists of 12 member practices with a total patient population of over 75,000.

1.9% of the practice patient population are from BAME groups. People from different ethnic backgrounds may have an increased risk of developing certain conditions.

The practice deprivation ranking is 866 out of 6900. The lower the number or ranking the more deprived the area in which the practice is based is. The Clinical Commissioning Group in which the practice is based (Doncaster CCG) ranks 31 out of 191 in terms of level of deprivation.