

BHF Lundwood Practice

Inspection report

Priory Campus
Pontefract Road
Barnsley
South Yorkshire
S71 5PN
Tel: 01226 240388
www.lundwoodsurgery.co.uk

Date of inspection visit: 4 July 2019
Date of publication: 15/08/2019

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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at BHF Lundwood Practice on 13 March 2018 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at the previous inspection. The provider changed their business structure from Barnsley Healthcare Federation (BHF) CIC to Barnsley Healthcare Federation CIC and the regulatory history was maintained.

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

- 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 and good for all population groups.

We found that:

- 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.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice were revisiting how they organised and delivered services to meet patients' needs following feedback from patients that they could not 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.

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

- Continue to review telephone access to the practice and availability of appointments to improve patient satisfaction.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Consider adopting a process to manage risk and monitor performance for all its sites at a corporate level.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to BHF Lundwood Practice

BHF Lundwood Practice is located at the Priory Campus, Pontefract Road, Barnsley, S71 5PN.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The service is provided by Barnsley Healthcare Federation CIC (Community Interest Company) who have four GP practice locations, two extended hours' centres' and an out-of-hours service and a GP streaming service registered with the Care Quality Commission.

The provider's head office is based at Oaks Park Primary Care Centre in Barnsley. Staffing and governance systems are centrally operated from head office and cascaded to the individual locations. Staff at BHF Lundwood Practice had access and support from the senior management team at the head office.

The provider has a contract with Barnsley Clinical Commissioning Group (CCG) which is made up of 33 general practices. The practice has an Alternative Provider Medical Services (APMS) contract and offers enhanced services for various immunisation checks. It has learning disability, alcohol and people living with

dementia health check schemes. The practice also offers care and treatment to patients who have been removed from another practices list through the Special Allocation Scheme.

When the practice is closed, out-of-hours cover for emergencies is provided by the provider at other locations across Barnsley. The practice is part of the Federation. At the time of our inspection there were 3,577 patients on the practice list.

Patients can book also evening and weekend appointments at one of two GP hubs in Barnsley. Appointments with GPs and nurses are available between 6.30pm to 10.30pm on weekdays and 10am to 1pm at weekends and bank holidays.

The practice has two male GP's supported by an advanced nurse practitioner, a practice nurse, an associate nurse, a senior receptionist and administrative team. Members of the providers management and leadership team visit the practice regularly.

BHF Lundwood Practice catchment area is classed as being within the most deprived areas in England. The practice scored one on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

There was insufficient data to provide an accurate summary for the National General Practice Profile to describe the practice ethnicity at the time of writing this

report. The practice demographics show a higher than average percentage of children aged 0 to 18 years registered at the practice and less people over the age of 65 years plus.