

Hoyland Medical Practice

Inspection report

High Croft
Hoyland
Barnsley
S74 9AF
Tel: 01226355800

Date of inspection visit: 30 November 2023
Date of publication: 04/01/2024

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 carried out an announced assessment of Hoyland Medical Practice on 30 November 2023. The assessment focused on the responsive key question.

Following our previous inspection in July 2023 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 Hoyland Medical Practice on our website at www.cqc.org.uk.

The practice continues to be rated as good overall and for providing safe, effective, caring and well led services as this was the rating given at the last comprehensive inspection. However, as a result of the findings of this focused assessment we have now rated the responsive key question as requires improvement.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement.

Well-led - Good

Why we carried out this assessment.

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers. We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the assessment

This assessment was carried out remotely and did not include a site visit.

This included:

- Conducting provider and staff interviews using video conferencing.
- Reviewing patient feedback from a variety of sources.
- Requesting evidence from the provider.
- Reviewing data we hold about the practice.
- Seeking information from relevant stakeholders.

Our findings

We based our judgement of the responsive key question on a combination of:

Overall summary

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way. Patients were dissatisfied with the arrangement for getting through to the practice by phone, appointment times offered and their experience of making an appointment. However, they were satisfied with the appointments offered to them.

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

- Produce a plan as to how they intend to respond to patient concerns/feedback about access and their experience of making an appointment with an aim to improve patient experience.

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 assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Hoyland Medical Practice

Hoyland Medical Practice is located in Barnsley at: High Croft Hoyland Barnsley S74 9AF. The practice has a branch surgery at: Cape Horn Medical Centre 1 Jeffcock Road High Green Sheffield S35 4HJ.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites. The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is responsible for providing treatment to approximately 12,780 registered patients within the Barnsley Integrated Care System (ICS).

Data shows that the age profile of the practice population is broadly in line with the CCG and national averages and the ethnic make-up of the practice area is 0.5% Asian, 98% White, 0.4% Black, 0.8% Mixed, and 0.2% Other.

Information taken from Public Health England placed the area in which the practice is located as four on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

At the time of the inspection the practice consisted of 3 GP partners, 4 salaried GPs, 3 practice nurses, 3 advanced clinical practitioners including 2 advanced nurse practitioners and pharmacist, a health care assistant and phlebotomist. The clinical team was supported by 2 practice managers, an administration manager and a team of administration and reception staff.

Hoyland Medical Practice is a training practice for doctors who are undergoing training to specialise in General Practice. At the time of the inspection there were two trainee GPs.