The Dove Valley Practice

Inspection report

Worsbrough Health Centre
Powell Street, Worsbrough
Barnsley
South Yorkshire
S70 5NZ
Tel: <xxxx xxxxx xxxxxx>
www.thedovevalleypractice.co.uk

Date of inspection visit: 19 November 2019
Date of publication: 19/12/2019

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 effective?	**Good**
Are services well-led?	**Good**

Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: effective and well led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe, caring and responsive.

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:

- Patients received effective care and treatment that met their needs.
- 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 with plans to implement safeguarding level two training for all staff.

We saw areas of outstanding practice:

- The practice had recently introduced 'doctorlink'. This is a digital application to connect patients to local NHS services, allowing them to check symptoms confidentially online, 24/7, and book face to face appointments with their own GP. The practice told us using this service improved patient access. Since the practice had introduced this service (October 2019), 900 patients had used the service and 12% of those patients had received self-help. The practice told us that the service had also increased appointment availability.

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**.**
The team included a GP specialist advisor.

Background to The Dove Valley Practice

The Dove Valley Practice is located at Worsbrough Health Centre, Powell Street, Worsbrough, Barnsley, S70 5NZ. The surgery has good transport links and there is a pharmacy located nearby. The practice also has a branch location at Gold Street, 1a Gold Street, Barnsley, S70 1TT. This was not visited as part of this inspection. .

The provider is registered with CQC to deliver the Regulated Activities; family planning, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites.

The Dove Valley Practice is situated within Barnsley Clinical Commissioning Group (CCG) and provides services to 10450 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has seven partners (five male and two female) who registered with the CQC in June 2013.. The practice also employed a male salaried GP, three practice nurses, three health care assistants and several administration staff. The practice is part of Barnsley Central Federation.

The National General Practice Profile states that 97% of the practice population is from a white background with a further 2% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.