

Hoyland Medical Practice

Inspection report

High Croft
Hoyland
Barnsley
S74 9AF
Tel: 01226355800

Date of inspection visit: 18 and 25 July 2022
Date of publication: 22/08/2022

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Hoyland Medical Practice on 18 and 19 July 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 16 March 2016, the practice was rated Good overall and for all key questions. We also previously undertook a remote regulatory assessment in May 2021 following receipt of information of concern. We focused our assessment on the well-led key lines of enquiry. This was an unrated assessment but we found the practice was in breach of Regulation 17: Good governance.

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

Why we carried out this inspection

- A breach of regulations and recommendations identified in the previous inspection.
- The service had not been inspected for six years.

How we carried out the inspection

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 was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit at both locations

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 have rated this practice as Good overall

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. Clinical searches and medical records we reviewed showed effective management and monitoring of patients with long-term conditions although there were some areas that required review.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Obtain four DBS checks for non-clinical staff.
- Continue with plans to recruit additional clinical and non-clinical staff.
- Standardise the medication review protocol to ensure all staff are following the same process.
- Develop a plan to follow up patients to check response to the treatment within a week of an acute exacerbation of asthma.
- Continue to improve uptake of cervical cytology screening.
- Improve engagement with the patient participation group.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and 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 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

Both sites were visited as part of this inspection activity.

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 situated within the Barnsley Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of 12,504. This is part of a contract held with NHS England.

The practice is part of the South Primary Care Network which consists of four member practices with a total patient population of over 45,304.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 0.5% Asian, 98% White, 0.4% Black, 0.8% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs who provide cover at both practices. The practice has a team of two healthcare assistants, two advanced nurse practitioners and four nurses who provide nurse led clinics for long-term conditions at both sites. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

Main surgery opening times:

Monday 8am to 7pm

Tuesday, Wednesday and Friday 8am to 6.30pm

Thursday 7am to 6.30pm

Branch surgery opening times:

Monday to Wednesday 8.30am to 6pm

Thursday 8.30am to noon

Friday 8.30am to 5.30pm

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Barnsley Healthcare Federation, where late evening appointments are available. Out of hours services are provided by NHS 111.