

The Rose Tree PMS Practice

Inspection report

The Cudworth Centre
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Barnsley
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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at The Rose Tree PMS Practice on 18 and 19 May 2021. Overall, the practice is rated as good.

- Safe - Good
- Effective - Good
- Well-led - Good

Following our previous inspection on 2 October 2019, the practice was rated requires improvement overall and for safe and well-led and for people experiencing poor mental health (including people with dementia).

The full reports for previous inspections can be found by selecting the 'all reports' link for The Rose Tree PMS Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Safe
- Effective
- Well-led
- People experiencing poor mental health (including dementia)

At the last inspection the practice was rated good for caring and responsive and this was carried forward to this inspection.

How we carried out the inspection/review

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

Our findings

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

Overall summary

- 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.
- 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**:

- Update the safeguarding policy to include reference to the updated intercollegiate training guidance 2019.
- Check emergency medicines weekly, rather than monthly, as recommended by the Resuscitation Council UK.
- Revisit medicine alerts regularly to check adherence to them.
- Continue to review the uptake of cervical cancer screening with a view to continue to improve achievement.
- Implement a system so that medication changes made as a result of a patient safety alerts are not revoked.

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 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 The Rose Tree PMS Practice

The Rose Tree PMS Practice is located in Barnsley at:

White Rose Medical Practice

The Cudworth Centre

Carlton Street

Barnsley

South Yorkshire

S72 8SU

The practice has a branch surgery at:

High Street

Monk Bretton

Barnsley

S71 2EQ

We visited the main site only as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, 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 NHS Barnsley Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of 9225. This is part of a contract held with NHS England.

The practice is part of the North Primary Care Network which consists of seven member practices with a total patient population of over 33,176. The lead GP is the Clinical Director of the network and also the Chairman of the GP Federation which includes all practices across Barnsley.

0.5% 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 1462 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 (NHS Barnsley CCG) ranks 32 out of 191 in terms of level of deprivation.

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

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access and out of hours services are provided locally by Barnsley Healthcare Federation, where late evening and weekend appointments are available.