

Tollerton Surgery

Inspection report

5-7 Hambleton View
Tollerton
York
North Yorkshire
YO61 1QW
Tel: 01347838231
www.tollertonsurgery.co.uk/

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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Tollerton Surgery on 24 September 2019 as part of our inspection programme.

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 organised and delivered services to meet patients' needs. 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.

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

The inspection team consisted of a CQC Inspector and a GP Specialist Advisor.

Background to Tollerton Surgery

Tollerton Surgery is located at 5-7 Hambleton View, Tollerton, North Yorkshire, YO61. The surgery is situated in a rural area outside York and is a dispensing practice.

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.

Tollerton Surgery is situated within the Vale of York Clinical Commissioning Group (CCG) and provides services to 3289 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a single-handed female GP who registered with the CQC in April 2018. There are two salaried GPs, two practice nurses and one nurse practitioner. All the GPs and nurses are female. There is a practice manager, organisational manager, dispensary staff, secretaries, a cleaner and receptionists. The practice was previously registered with the CQC as a partnership and inspected as such, and the team remain the same apart from the

retired GP partner. The practice is part of a primary care network and as such is developing services in collaboration with other practices in the locality. This includes extended access to GP appointments at selected hubs in the local area, where appointments are available on evenings and weekends.

There are slightly higher than average number of patients over the age of 65, and slightly fewer patients aged under 18 than the national average. The National General Practice Profile states that 1.4% of the practice population is 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 ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 83 years the same as the national average.

Tollerton Surgery is a teaching practice with Hull and York Medical School providing placements and teaching for fifth year medical students.