

# Healds Road Surgery

## Inspection report

Healds Road  
Dewsbury  
WF13 4HT  
Tel: 01924438222  
www.healdsroadsurgery.nhs.uk

Date of inspection visit: 17 June 2022  
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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 focused inspection at Healds Road Surgery between 13 June 2022 and 17 June 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 31 August 2016, the practice was rated Good overall, and for all key questions.

The key questions of caring and responsive were not inspected at this most recent inspection and have therefore retained their previous ratings of Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Healds Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a focused inspection as part of our CQC inspection programme.

## 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 some staff interviews using video/telephone 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 shorter site visit
- Staff questionnaires

## 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
- information from the provider, patients, the public and other organisations.

**We have rated this practice as Good overall.**

# Overall summary

We found that:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice adjusted how services were delivered to meet the needs of patients during the COVID-19 pandemic. Patients were able to access care and treatment in a timely way.
- There was a programme of quality improvement, this included both clinical and non-clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care. The practice had a strong training ethos, and had supported a number of staff in the development of their professional careers.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Leaders and managers in the practice demonstrated they had the capacity and skills to deliver high-quality, sustainable care.

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

- Continue to monitor and make improvements to increase the uptake of cervical screening and bowel cancer screening.
- Monitor and make improvements in respect of the management of antibacterial and hypnotic prescribing.
- Maintain clear clinical records to document decisions made regarding the continued prescribing of high-risks medicines where the patient had failed to comply with repeated requests to attend for reviews and necessary tests.
- Continue to monitor and improve health checks offered to specific vulnerable groups.

**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/telephone conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke to the lead GP and completed clinical searches and records reviews without visiting the location.

## Background to Healds Road Surgery

Healds Road Surgery is located at:

Healds Road

Dewsbury

West Yorkshire

WF13 4HT

The practice is located in purpose-built two storey premises, situated opposite Dewsbury & District hospital. The premises are fully accessible to wheelchair users. A car park with designated disabled spaces is available. The practice shares the site with a pharmacy.

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

The practice is situated within the NHS Kirklees Clinical Commissioning Group (CCG) and delivers primary care services to 11,365 patients under a Personal Medical Services (PMS) contract.

The practice is part of a wider network of GP practices as part of the Dewsbury and Thornhill Primary Care Network. This comprises a partnership of seven GP practices who work together to improve patient care.

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

According to the latest available ethnicity data from the practice it serves a population that is 82% Asian, Black, Mixed or Other, with 18% of the practice list being White.

The clinical team consists of two GP partners and one advanced nurse practitioner (ANP) partner, one advanced care practitioner (ACP), one trainee advanced care practitioner, one physician associate, one pharmacist, one pharmacy technician, two practice nurses, three nurse associates and three healthcare assistants. Additional clinical support is provided by three locum ANPs, and a locum advanced paramedic practitioner. The clinical team is supported by a managing partner, an office manager, a reception manager, and an administration and reception team of 17 staff members.

The practice hosts an ultrasound service, community midwives and a social prescriber.

The practice is open between 8am to 6:30pm Monday to Friday. Appointment times vary throughout the week. The practice offers a range of appointment types including urgent, book on the day, telephone consultations, online consultations, advance appointments and home visits. Extended hours services are also available for telephone appointments and these are available on Saturdays 9am to 3pm.

Other extended access is provided locally by Curo Health Limited, where late evening and weekend appointments are available at other practices in the Kirklees area. Appointments for these services are available 6:30pm to 9:30pm Monday to Friday, 9am to 4pm Saturdays, and 9am to 1pm Sundays. Out of hours services are provided by Local Care Direct Limited.