

# Parkview Surgery

## Inspection report

Cleckheaton Health Centre  
Greenside  
Cleckheaton  
West Yorkshire  
BD19 5AP  
Tel: 01274 399484  
[www.parkviewsurgerycleckheaton.nhs.uk](http://www.parkviewsurgerycleckheaton.nhs.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 responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Parkview Surgery on 29 August 2019. Parkview Surgery was previously inspected by the Care Quality Commission in October 2016 and received a rating of good overall. This inspection was scheduled following an inspection of another service the lead GP at Parkview Surgery was involved with where we had recently identified some concerns. During this inspection we looked at the key questions of safe, effective, responsive and well-led.

Our judgement of the quality of care at this service is based 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.**

We concluded that:

- The practice had systems in place to report, record and share learning from significant events and complaints.
- There were clear processes for safe management of medicines, including high risk and shared care medicines.
- A range of quality improvement activities were carried out in response to updated clinical guidance to improve patient outcomes.
- Feedback from patients was positive in relation to access to appointments. Patients told us they were treated with dignity and respect.
- Staff told us they felt supported by the leadership team in the practice, and were aware of the ethos of the service.

However, we also found that:

- A number of key clinical posts were soon to be vacated at the time of our visit. Recruitment had begun, but was not completed, to ensure continuity of care for patients.
- Exception reporting rates for patients experiencing mental health conditions were higher than local and national averages.

We have rated the practice as requires improvement for providing effective services for people with mental health conditions as the higher than average Quality and Outcomes Framework (QOF) exception reporting rates meant there was a risk that this group of patients were not receiving the care and treatment they needed.

The areas where the provider **should** make improvements are:

- Take the action required to ensure that key clinical posts remain filled so that continuity of care can be assured for patients.
- Formalise systems to oversee and support advanced non-medical clinicians and locum general practitioners.
- Review and improve systems for monitoring patients with mental health problems to promote good care for this group of patients.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team comprised a Care Quality Commission (CQC) lead inspector and a GP specialist advisor.

## Background to Parkview Surgery

Parkview Surgery is located in Cleckheaton Health Centre, Greenside, Cleckheaton, BD19 5AP. The website for the practice is [www.parkviewsurgerycleckheaton.nhs.uk](http://www.parkviewsurgerycleckheaton.nhs.uk).

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery procedures
- Surgical procedures
- Family planning
- Treatment of disease, disorder or injury

There are currently 7,626 patients registered on the practice list. The practice provides Personal Medical Services (PMS) under a locally agreed contract with NHS England.

The Public Health National General Practice Profile shows that around 5% of the practice population are of black or other mixed ethnicity, with the remainder being of white British or Irish origin. The level of deprivation within the practice population is rated as six, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The age/sex distribution profile of the practice shows a slightly higher proportion of patients aged 65 years or over, at 29% of the practice population, compared to 24% locally and 26% nationally. Data shows that 0% of patients registered at the practice are unemployed, compared with 6% locally and 4% nationally. Data in relation to average life expectancy for patients at the practice was not available in the public domain at time of writing.

The clinical team is made up of one male GP partner, who is the CQC registered manager. He spends part of the week at this site and part at a sister practice. There is also one female advanced nurse practitioner partner, who also spends part of the week at this site and part at a sister practice. There are three additional advanced nurse practitioners, all female, one male advanced clinical practitioner, two female practice nurses and four health care assistants, also female.

Non-clinical support is provided by a practice business manager, who also spends part of the week on site at Parkview Surgery and part of the week at a sister practice; a reception manager and a range of administrative and reception staff.

The practice is open:

Monday to Friday: 8am to 1pm and 2pm to 6pm.

Access to extended hours are available at alternative nearby premises weekdays between 6.30pm and 9.30pm, Saturdays between 9am and 3.45pm and Sundays and bank holidays between 9am and 12.45pm.

The practice is housed in large purpose built premises which are shared with another GP practice and a number of community services. The practice is located on the ground floor of the building, and is accessible to patients with mobility problems, and those requiring wheelchair access.

Parking, including disabled parking, is available on site. The practice is accessible by public transport.

The practice is part of Spen Health and Wellbeing Primary Care Network (PCN), made up of seven local practices and serving approximately 52,500 patients.

Out of hours care is provided by Local Care Direct, which is accessed by calling the surgery telephone number, or by calling the NHS 111 service.

When we returned to the practice, we checked, and saw the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.