

# The Junction Surgery

## Inspection report

Birkhouse Lane  
Moldgreen  
Huddersfield  
West Yorkshire  
HD5 8BE  
Tel: 01484 451188

Date of inspection visit: 27 June 2019  
Date of publication: 14/08/2019

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?

Requires improvement 

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 The Junction Surgery on 27 June 2019 as part of our inspection programme.

Our judgement on 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, with the key question of safe rated as requires improvement. The practice (under a previous registration with CQC) was previously inspected by the Care Quality Commission in July 2016 and rated as good overall.

We rated the practice as requires improvement for providing safe services because:

- The provider could not demonstrate a process for monitoring patients' health in relation to the use of medicines including high risk medicines (for example, methotrexate) with appropriate monitoring and clinical review prior to prescribing.
- The provider could not demonstrate a process for the safe handling of requests for repeat medicines and evidence of structured medicines reviews for patients on repeat medicines.
- The provider could not demonstrate a process for reviewing people on the safeguarding register.
- We noted a back entrance door had a large crack in the full length glass pane panel. The door was also located directly opposite the bottom of a flight of stairs. This presented an ongoing risk to the health and safety of staff who used this door on a daily basis.

We found that:

- There were systems in place for reporting, recording and learning from significant incidents. Staff told us they felt supported and enabled to raise issues without fear of retribution.

- Feedback from patients was positive in relation to access to appointments and access to a clinician of choice.
- The practice was a training practice.
- Staff described a supportive and open leadership structure. A range of meetings were held which included staff at all levels.
- Quality improvement activity demonstrated improved patient outcomes.
- The practice had developed an effective relationship with a care home. The care home told us that A&E attendance by its residents had decreased as a result of the care and treatment the practice provided. The practice also promoted care home patient wellbeing through consultations to ensure patient needs were addressed.

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

- Improve the recall and identification of medication review dates for patients by adhering to the practices 'Repeat Prescribing Protocol'.
- Improve the identification and action of pathology results in a timely manner.
- Improve the process for reviewing people on the safeguarding register.
- Review and improve the information provided to patients when responding to their complaints.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

## 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>Good</b> 

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor, an observer and a second CQC inspector.

## Background to The Junction Surgery

The Junction Surgery, Birkhouse Lane, Moldgreen, Huddersfield HD5 8BE provides services for 5350 patients.

The website address is

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

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

The surgery is situated within the Greater Huddersfield Clinical Commissioning Group and provides primary medical services under the terms of a general medical services (GMS) contract.

The provider is also a training practice for medical students and has made an application to become a training practice for doctors wishing to specialise in general practice. Services are provided within a purpose built and accessible building which is owned by the partners. The practice covers the areas of Moldgreen and some surrounding villages.

The population experiences average levels of deprivation and the population is mainly White British. The Junction Surgery is registered as a limited company of two GP's, one full time male GP and one part-time female GP. The practice also employs an ACP (Associate Clinical Practitioner) and a GP Registrar who are also part time.

The practice also has one-full time female practice nurse, one part-time locum practice nurse and part time health care assistant. The practice manager is supported by reception and administrative staff and a cleaner is also directly employed.

The practice reception is open Monday to Friday from 8am to 6.30pm, with closure on a Wednesday afternoon. However, a GP remains on call until 6pm to respond to any urgent queries. Pre-booked appointments are also available from 6.30pm-8pm on Monday and from 8am on Wednesday.

Out of hours treatment is provided by Local Care Direct.