

# Shepley Health Centre

## Inspection report

25 Jos Lane  
Shepley  
Huddersfield  
West Yorkshire  
HD8 8DJ  
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[www.shepleyhealthcentre.co.uk](http://www.shepleyhealthcentre.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 effective?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced focused inspection at Shepley Health Centre on 22 August 2019. The practice was previously inspected by the Care Quality Commission in August 2015, when it received a rating of Good overall, with a rating of outstanding for providing caring services.

We decided to undertake an inspection of this service following our annual review of the information available to us, and due to the length of time since the last inspection. This inspection looked at the following key questions; are services effective and are services well-led.

We based our judgement on 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
- 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 had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes. Learning from incidents was shared with others to prevent recurrence.

- The practice closely monitored performance, and we saw that the practice had shown improvements in areas such as antibiotic prescribing.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence based guidelines.
- There was a focus on continuous learning and improvement at all levels of the organisation.
- Services had been developed to meet the specific needs of their population.
- The practice worked with others at a locality level to plan and develop services.
- Staff told us they felt supported and valued by the leadership team at the practice.
- The Patient Participation Group was active and worked closely with the practice management team.

We saw the following area of outstanding practice:

- The practice had a strong community focus and actively reached out to the local population both to gather feedback, share their resources and improve community health and awareness.

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

**Dr Rosie Benneyworth** BM BS MDedSci 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>Good</b>	

## Our inspection team

The inspection was led by a CQC inspector and included a GP specialist advisor and a second CQC inspector.

## Background to Shepley Health Centre

Shepley Health Centre is located at 25 Jos Lane, Shepley, Huddersfield, West Yorkshire, HD8 8DJ. The practice provides services for around 6,600 patients under the terms of the locally agreed NHS General Medical Services (GMS) contract. The practice building is accessible for those with a physical disability or mobility issues. In addition, the practice has on-site parking available for patients, with designated spaces for disabled patients who require them.

The practice catchment area is classed as within the group of the least deprived areas in England. The age profile of the practice is older than other GP practices in the Greater Huddersfield Clinical Commissioning Group (CCG). Life expectancy for practice patients is 81.6 years for males and 84.9 years for females which is above both local and national averages.

Shepley Health Centre is registered with the Care Quality Commission to provide the following regulated activities; surgical procedures, diagnostic and screening procedures, family planning, maternity and midwifery services and the treatment of disease, disorder or injury.

The clinical team consists of three GP partners (two male and one female). The practice also has a part-time advanced nurse practitioner, two practice nurses, and a part-time phlebotomist (all female). Within the establishment there is also a health care assistant (this

position is currently vacant, but the appointment process is underway). Non-clinical administrative and business support is undertaken by a practice manager, a reception team and an administrative and secretarial team.

Allied with the practice is a team of community health professionals that includes health visitors, community matrons, midwives, members of the district nursing team and pharmacy professionals.

The practice participates in training health professionals and supports placements for Foundation Year 2 doctors.

The practice offers:

- Pre-bookable appointments
- Urgent and on the day appointments
- Telephone consultations
- Home visits

The practice is open from 8am to 6pm Tuesday to Friday. On Monday the practice opens at 8am. Extended access hours are additionally available on Monday from 6.30pm to 8.15pm.

The local extended hours service offers appointments from 6.30pm to 8pm.

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

The previously awarded ratings are displayed as required in the practice and on the practice website