

# The Sandringham Practice

## Inspection report

The Sandringham Centre  
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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 responsive?

Good 

Are services well-led?

Good 

# Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions, is the practice effective, responsive and well-led.

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 because.

- Patients received effective care and treatment that met their needs
- 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.

We saw several areas of outstanding practice including:

- The practice had developed a protocol to manage patients at risk of diabetes. The practice identified 288

patients at risk of developing diabetes. The GP wrote to the patients to advise them of the benefits of a referral to the National Diabetes Prevention Programme. As a result, 33 referrals were made to the service. 16 patients who were referred to the NDPP with a high blood glucose level result from before and after referral, 14 patients have shown a reduction in their blood glucose level. This reduces the risk of diabetes complications.

- The practice hosted a weekly fitness class. The class was aimed at all patients and a mixture of the area's population group attended. Feedback from patients was positive. Patients said they attended for social reasons, to prevent isolation, improve fitness, lose weight and their mental well-being. Patients said that the sessions improved their fitness and flexibility, felt energised, less stressed and isolated and two patients had lost weight.

**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>Outstanding</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 CQC inspector. The team included a specialist GP advisor.

## Background to The Sandringham Practice

The Sandringham practice is located on Sandringham Road, Doncaster, DN2 5JH. The practice has good transport links and there is a pharmacy located nearby.

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

The Sandringham practice is situated within the Doncaster Clinical Commissioning Group (CCG) and provides services to 10,079 patients under the terms of a general medical services (GMS) contract and offers enhanced services for various immunisation checks. It offers extended hours access, minor surgery and health check schemes for patients with a learning disability, alcohol dependency and dementia.

The practice registered with the CQC in April 2013. The practice has three GP partners (two male and one female), two salaried GPs, two advanced nurse practitioner, three nurses and four health care assistants.

The practice management team consists of a business manager, an assistant practice manager, office supervisor and administration supervisor who are supported by an experienced administration/ reception team.

When the practice is closed, out of hours cover for emergencies is provided by Doncaster Emergency out of hours service. The practice is not currently part of any wider network of GP practices.

The Public Health National General Practice Profile shows that around 91% of patients are of a White/British origin, with 5% of Asian origin. The level of deprivation within the practice population is rated as three, on a scale of one to ten. Level one represents the lowest level of deprivation; and level ten the highest. The practice has a lower than average number of patients aged over 65 years. The age/sex profile of the practice shows a higher number of patients aged between five and 14 years registered at the practice. The average life expectancy for patients at the practice is 77 years for men and 82 years for women, compared to the national average of 79 years and 83 years respectively.