

Haxby Group Practice

Inspection report

Haxby And Wigginton Health Centre
The Village, Wigginton
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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

Outstanding 

Are services safe?	Good 
Are services effective?	Outstanding 
Are services caring?	Outstanding 
Are services responsive?	Good 
Are services well-led?	Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Haxby Group Practice on 22 November 2018 as part of our inspection programme.

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 outstanding overall. We rated the older people and families, children and young people population groups as outstanding and the other population groups as good. We rated the practice as outstanding for providing effective, caring and well-led services.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice scored consistently highly in questions from staff and patients regarding care and culture.
- The practice organised and delivered services to meet patients' needs. The practice had developed a new access model and was one of the first to introduce new roles into general practice. This meant that patients could access care and treatment in a timely way, with the most appropriate healthcare professional.
- The way the practice was led promoted the delivery of high-quality, person-centred care.
- Haxby Group Practice were part of a federation that provided care to 130,000 patients and were committed to working at scale with other providers to meet the needs of the population of York. The practice followed the Primary care home model which was developed by the National Association of Primary Care (NAPC), the model brought together a range of health and social care professionals to work together to provide enhanced personalised and preventative care for their local community.

We rated the practice as **outstanding** for providing effective, caring and well-led services because:

- The Group had implemented effective services for their patients including evidence of interventions that had avoided hospital admissions and effective approaches to childhood immunisations. They could demonstrate the positive impact this had for patient outcomes.
- The practice offered patients the opportunity to self-administer an injectable contraceptive that was a suitably licensed preparation for patient self-administration. The practice nursing team provided education and support to patients. The service gave patients choice and increased the availability of nurse appointments.
- The Group were an Advanced Training Practice (ATP) hub and had been instrumental in supporting pre-registration student nurses to have clinical placement experience to encourage them to consider practice nursing at the point of qualification. They were able to demonstrate the numbers of newly qualified nurses who had chosen to follow a career in primary care.
- The Group had developed up to date templates. This reduced variability in coding as well as improving the safety of work carried out by new members of staff, clinical trainees and locums. The templates also promoted patient safety through prompts for clinicians during and after consultations to ensure referrals and investigations were completed.
- The practice was part of a scheme as part of the federation Nimbuscare Ltd whereby patients who were deemed as at risk of hospital admissions were offered a service by York Integrated Care Team (YICT). The team reviewed all hospital admissions and discharges each day for patients in the federation practices and another rural practice. They worked with patients to review reasons for admissions and to plan care and support to minimise the risk of readmission. They also reviewed discharges to ensure that the patient had the care and support they needed to enable them to remain independent for longer. We saw evidence that 122 patients avoided admittance to hospital with this support (April 2018 – October 2018).
- The Group had recognised that the number of carers they had identified was low and had introduced measures to increase the numbers identified. The number of carers identified in York had increased from 773 in 2017 to 1055 because of these measures.
- Haxby Group had made improvements to their services for palliative care patients. Palliative care Champions

Overall summary

had been established at the 'centrepiece' sites (in the call centres), the Champions had been given extended training in how to deal with bereavement, how to prioritise palliative care issues and how to liaise with specialist services such as the hospice and Macmillan nurses.

- We were shown evidence that GPs were now twice as likely to add a palliative care patient to the palliative care register (22% of palliative care patients identified by a GP in 2015 and 42% of palliative care patients identified by a GP in 2018).
- Staff and patient feedback was consistently positive regarding the caring culture of the practice.

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

- Where patients are prescribed medicines not in line with National Institute for Clinical Excellence guidance provide a rationale as to why another medicine was prescribed within the patient record. This should include patients who had not been prescribed a high intensity statin as recommended by National Institute for Clinical Excellence guidance.
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- Improve the system in place to physically check the contents of bags that hold medicines to be used on home visits.
- Review and improve awareness of quality improvement programmes within the practice.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, the CQC National Clinical Advisor for Online and Independent Health, an inspection manager and two further CQC inspectors.

Background to Haxby Group Practice

Haxby Group Practice is located at 2 The Village, Wigginton, York, YO32 2LL. The surgery has good transport links and there is a pharmacy located in the same building.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from six branch sites. All the sites were visited during the inspection. The six branch sites are;

Haxby and Wigginton, which is the registered location, 2 The Village, Wigginton, York, YO32 2LL,

Huntington Surgery, 1 North Lane, Huntington, York, YO32 9RU,

New Earswick Surgery, White Rose Avenue, New Earswick, York YO32 4AG,

Stockton-on-the-Forest-Surgery, 36 The Village, Stockton-on-the-Forest, York YO32 9UQ,

Gale Farm Surgery, 109-119 Front Street, Acomb, York, YO24 3BU,

The Old Forge Surgery, The Green, Upper Poppleton, Poppleton, York, YO26 6EQ.

Haxby Group Practice is situated within the Vale of York Clinical Commissioning Group (CCG) and provides services to 32,587 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice offers enhanced services for example: extended hours, minor surgery and vasectomy services. The practice has an active Patient Participant Group (PPG).

Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level nine represents low levels of deprivation. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 83 years which is the same as the national average.

The majority of patients at the practice are of white British background (98%). There are a higher proportion of patients over 65 on the practice list compared with practices nationally.

Haxby Group comprises a partnership of 20 who wholly own and operate HBG Ltd. Both the partnership and HBG Ltd are registered with CQC. Their six Surgeries in York are registered with CQC via the partnership and their three in Hull via HBG Ltd. However, they operate the entirety as a single organisation with a single identity, brand, culture and values. This system is supported by professional centralized support functions for human resources, finance and business intelligence and senior executive management including the Managing Partner, Senior Clinical Partners in leadership positions and Head of Nursing and Advanced Clinical Practice. At practice level each city surgery grouping has a General Manager and an Assistant Manager with a Partner leading local management and clinical leadership with the salaried GPs and non-GP clinicians reporting to them and two Deputy Heads of Nursing and two Pharmacist Managers. The clinical team includes Advanced Care Practitioners, Primary Care Practitioners, Advanced Nurse Practitioners, Nurse Practitioners, Pharmacists, Practice Nurses and Health Care Assistants. The whole are supported by a full range of administrative personnel for day to day operations. In addition, there are a number of HCA and Administrative apprentices. The Group operate a training arm, recently incorporated, that provide most of its internal training needs whilst also supporting a wide range of clinical training regionally.

The surgery at Stockton on the Forest dispenses medications to patients who live more than one mile from the local pharmacy. They also provide this service to the patients who attend the Old Forge surgery.

The Group are a party to and very active in two Federations. Hull GP Collaborative Ltd and Nimbuscare Ltd. In York Nimbuscare Ltd hold the contracts for Long Acting Reversible Contraception, Anti-Coagulation Monitoring and Improving Access. Hull GP collaborative holds sub-contracts for Improving Access and NHS Health checks. Haxby Group Human Resources, Finance Business Intelligence Team support both federations as do the Executive Management Team.

Haxby Group York operate a service to support patients with learning disabilities. In addition, the partnership is an equal owner of a pharmacy that operates three extended hours pharmacies on surgery locations at Haxby, Gale Farm and Huntington

Out of Hours care is provided by VoCare in York and City Health Care Partnership in Hull via the 111 telephone number. The York practice offers Wednesday evening and Saturday morning Extended Hours opening and in addition provides a Hub for the new Improving Access Service.