

Pelham Medical Group

Inspection report

Church View Health Centre
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Grimsby
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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 inspection of Pelham Medical Group due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Are services at this location effective?

Are services at this location well led?

Because of the assurance received from our review of information we carried forward the rating of good for the following key questions:

Are services at this location safe?

Are services at this location caring?

Are services at this location responsive?

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 and good for all population groups.

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 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.

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

- Review and improve childhood immunisation uptake to meet World Health Organisation (WHO) targets.
- Review and improve annual review uptake for patients with a learning disability.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
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.

Background to Pelham Medical Group

Pelham Medical Group is situated in Church View Health Centre in Grimsby.

The practice provides services to 9,548 patients within the North East Lincolnshire clinical commissioning group (CCG) area under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

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

The practice has three GP partners and four salaried GPs, four male and three female. There are two advanced nurse practitioners, a nurse team leader, three practice nurses and three health care assistants (HCA). There is one practice manager and one assistant practice manager. The practice has a team of secretarial, reception, administrative and support staff.

The practice is open 8am to 6.30pm Monday to Friday and offers extended hours appointments in the evenings 6.30pm to 8pm and Saturday and Sunday 9.30am to 11.30am.

The practice has opted out of providing out of hours services (OOHs) for their patients. When the practice is closed Core Care Links provides OOHs services for patients.

The National General Practice Profile states that 97.1% of the practice population is from a white background with a further 2.9% of the population originating from Asian, black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.