

Holbrooks Health Team

Inspection report

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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

Not inspected

Are services well-led?

Inspected but not rated



Overall summary

We carried out an unannounced focused inspection at Holbrooks Health Team on 2 August 2022. We carried out this inspection following information of concern and as part of our inspection we covered aspects of the Well-led key question. As part of our inspection we focused on the management of the practice, staff recruitment, training and induction procedures, as well as other specific systems and processes.

A comprehensive inspection of Holbrooks Health Team was carried out on 18 August 2021. The full report for this inspection can be found by selecting the 'all reports' link for Holbrooks Health Team on our website at www.cqc.org.uk

Our findings

- During our inspection we observed that staff dealt with patients with professionalism, kindness and respect.
- On the day of our inspection some members of the practice team were not available, this was due to annual leave, shift patterns and working commitments. However, we found that staff we spoke with could not access essential information in the absence of specific staff members at the practice.
- The practice could not provide evidence to demonstrate a clear vision and credible strategy to provide high quality sustainable care.
- Staff we spoke with said that leaders were approachable and expressed that they enjoyed working at the practice. However, some roles, responsibilities and the managerial arrangements for the practice were unclear.
- There were examples of gaps in systems and processes where the practice could not demonstrate adequate oversight in these areas. This was reflected across some areas such as for summarising of patient notes, timely management of test results and workload, in certain areas.

A full comprehensive inspection is currently planned for this service, this inspection will be a follow up to the previous comprehensive inspection undertaken in August 2021. Therefore in the meantime this service will be kept under review and if needed could be escalated to urgent enforcement action.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector, the team included a second CQC inspector; both of which carried out the unannounced site visit on 2 August 2022.

Background to Holbrooks Health Team

Holbrooks Health Team is situated in a purpose-built health centre in the area of Holbrooks, Coventry. Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile (four of 10) with one being most deprived and 10 being least deprived. Approximately 12,270 patients are registered with the practice and the practices patients are mostly within working-aged groups. The practice is a member of a Federation called the Coventry & Rugby GP Alliance (CRGPA).

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

The clinical team at the practice includes a mix of male and female GPs, comprising of two GP partners, two salaried GPs and two sessional GPs (long-term locum GPs). There are two physician associates, three clinical pharmacists and four nurses; including a nurse manager and a nurse associate. Patients can also access additional care through the ARR positions at the practice, this includes two first contact physio's and social prescribers employed by the practices Primary Care Network (PCN).

At the time of our inspection there was no practice manager in post however staff explained that one of the GP partners was covering the managerial arrangements at the practice. The practice had a team of staff who covered reception, secretarial and administration duties.

The practice is open for appointments between 8am and 6.30pm Monday to Friday. Patients can access appointments on weekday evenings between 6.30pm and 9.30pm and on Saturday and Sunday mornings by contacting the extended access Hubs across Coventry, Rugby and Nuneaton. When the practice is closed patients are directed to the GP out of hours service which is accessed through the 111 service.