

Fellview Healthcare

Inspection report

3 Castle Meadows
Whitehaven
CA28 7QE
Tel: 01946692173
www.fellviewhealthcare.nhs.uk

Date of inspection visit: 16 and 17 March 2022
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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 safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Fellview Healthcare on 16 and 17 March 2022. Overall, the practice is rated as Good

The ratings for each key question are:

Safe - Good

Effective – Good

Caring - Good

Responsive - Good

Well-led – Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Fellview Healthcare on our website at www.cqc.org.uk

Why we carried out this inspection

This practice had been newly registered by a new provider North Cumbria Primary Care Alliance (NCPC). This was therefore the first rated inspection of the service under this provider.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using video conferencing and questionnaires.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as ‘Good’ overall.

We found that:

- The way the practice was led and managed promoted the delivery of high-quality, person-centred care. The provider used data innovatively to drive up quality. They had developed an understanding of their patient demographic and were using this information to target patients with potentially undetected long-term conditions in order to improve their health and reduce mortality rates.
- The practice operated under a not for profit business model which utilised any profits made to invest in community health and well-being.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.

Whilst we found the practice was not in breach of regulations, the provider **should:**

- Continue to develop and improve access to the service.

We saw an area of outstanding practice.

- The provider was highly innovative and was able to demonstrate a systemic approach to improvement. The provider understood the importance of gathering and analysing data in order to ensure that patients received optimal care. They believed they could have a direct effect on the lifespan and health of patients living in the area served by Fellview Healthcare. The detailed evidence can be found within the Evidence Table.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Fellview Healthcare

Fellview Healthcare is located at:

3 Castle Meadows

Whitehaven

CA28 7QE

With branches at:

Birks Road

Cleator Moor

CA25 5HP

Griffin Close

Frizington

CA26 3SH

St Bridgits Lane

Egremont

CA22 2BD

As part of this inspection we visited castle Meadows and Birks Road.

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

The practice is situated within the North Cumbria Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 24,400. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is a member of a primary care network in the Copeland area of Cumbria.

Information published by Public Health England reported high levels of deprivation within the practice population group. Over 5,000 patients were older people, over 14,000 were classed as working age adults and over 4,500 were younger people. The practice population had a higher prevalence for hypertension than the national average and a higher prevalence for chronic obstructive pulmonary disease.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, more face to face appointments were being offered.

Extended access and out of hours services were provided locally by a different provider where late evening and weekend appointments were available.