

Park View Surgery

Inspection report

87 Beverley Road
Hessle
HU13 9AJ
Tel: 01482648552

Date of inspection visit: 28 September 2022
Date of publication: 25/10/2022

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 comprehensive inspection at Park View Surgery on 26 – 28 September. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection in May 2021, the practice was rated requires improvement overall and for all key questions except for providing an effective service which was rated as good.

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

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection in May 2021. At our last inspection there were breaches of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment and Regulation 17 HSCA (RA) Regulations 2014 Good governance. At the last inspection we found:

- The practice was unable to clearly demonstrate that their systems and processes supported the safety of patients and the governance of the practice.
- A lack of oversight in relation to governance in areas such as medicines management, training and assurance processes.
- Learning from complaints and significant events was not maximised.

At this inspection, we found that these concerns from the previous inspection had been addressed. Although learning from complaints had improved this could still be further developed.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Overall summary

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

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 proactively managed patients with long term conditions.
- The practice had embedded systems in place to keep people safe and safeguarded from abuse.
- The provider had achieved a significant uptake in patients being screened for breast cancer compared to local and national averages.
- The practice identified patients who were digitally excluded and offered appointments to teach patients how to access online services, including the NHS App.
- 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**:

- Continue to monitor access to the practice alongside their action plan for improving this.
- Continue to work on how complaints are used to improve quality.
- Monitor their action plan put in place to ensure the results of the National GP Patient survey improve as anticipated.
- Review and improve the arrangements for patients to see a GP of the gender of their choice, should this be specifically requested.

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 who spoke with staff using video conferencing facilities and undertook a site visit alongside another CQC inspector. 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 Park View Surgery

Park View Surgery is located in Hessle, East Yorkshire at:

Park View Surgery

87 Beverley Road

Hessle

East Yorkshire

HU13 9AJ

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 family planning.

The practice is situated within the East Riding of Yorkshire Integrated Care System (ICS) and delivers General Medical Services (GMS) contract to a patient population of about 3500. This is part of a contract held with NHS England.

The practice scores eight on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

The practice is led by one GP (male) alongside a nurse (female) who is also the director of the practice. They are supported by a regular locum GP (male) and a full time healthcare assistant. The clinical team are supported by a full time practice manager (female) who works with a team of administration staff.

The practice is open between 7.30am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone and video consultations and advance appointments.

Extended access is provided by City Health Care Partnership, where late evening appointments are available. Out of hours services are provided by NHS 111.

The practice is part of a wider network of GP practices known as Harthill Primary Care Network (PCN) which is made up with five other practices.