

Humber Primary Care

Inspection report

Providence Place
Bridlington
YO15 2QW
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www.humber.nhs.uk

Date of inspection visit: 3 January 2024
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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 responsive to people's needs?

Requires Improvement



Overall summary

We undertook a targeted assessment of the responsive key question at Humber Primary Care. The rating for the responsive key question is Requires Improvement. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe – Not inspected, rating of Good carried forward from previous inspection

Effective - Not inspected, rating of Good carried forward from previous inspection

Caring - Not inspected, rating of Good carried forward from previous inspection

Responsive – Requires Improvement

Well-led - Not inspected, rating of Good carried forward from previous inspection

Following our previous inspection from November 2022, the practice was rated requires improvement for responsive. The practice was rated good for safe, effective, caring and well-led.

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

Why we carried out this inspection

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

How we carried out the inspection/review

- This assessment was carried out without a site visit
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

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:

- Patient satisfaction with accessing the practice by phone was significantly poor compared to local and national averages.
- Patient satisfaction for making an appointment and appointment times was poorer than local and national averages.

Overall summary

- The practice had an action plan for improvement. This included a new appointment system and cloud-based telephone system. Data showed this had significantly reduced the amount of phone calls the practice was receiving.
- There had recently been significant disruption within the local area as 5 GP practices had merged leaving 2 GP practices. Following the merger the patient list at both practices was closed by the Integrated Care Board.
- Patients at the practice had significantly higher attendance at Accident and Emergency departments compared to local and national averages.
- Complaints were handled in a timely way.

We found a breach of regulations. The provider **must:**

- Ensure that care and treatment is provided in a safe way to patients.

The provider **should:**

- Continue to review and improve patient satisfaction with access by phone and appointment availability.
- Continue to review the amount of patients attending accident and emergency.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Humber Primary Care

Humber Primary Care is located in Bridlington at:

Humber Primary Care

Providence Place

Bridlington

East Yorkshire

YO15 2QW

The practice has a branch surgery at:

Practice 2

Station Avenue

Bridlington

East Yorkshire

YO16 4LZ

The provider for Humber Primary Care is Humber Teaching NHS Foundation Trust.

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the East Riding of Yorkshire Integrated Care Board (ICB) and delivers Alternative Medical Services (AMS) to a patient population of 14,609. This is part of a contract held with NHS England.

The practice scores 3 on the deprivation measurement scale; the deprivation scale goes from 1 to 10, with 1 being the most deprived. People living in more deprived areas tend to have greater need for health services.

There is a team of 7 GPs (4 male, 3 female) with an additional GP joining in January 2024, who provide cover across both practices. There are 5 practice nurses and 2 advanced clinical practitioners. The clinical team are supported by a practice manager, two assistant practice managers and a team of administration and reception staff.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including face to face, telephone, video consultations and advance appointments.

Extended access is provided at both sites, where evening and weekend appointments are available, this provided through the Primary Care Network (PCN). Out of hours services are provided by NHS 111.

The practice is part of a wider network of GP practices known as Bridlington Primary Care Network, this is made up with 1 other practice.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

| Regulated activity | Regulation |
|--|---|
| Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | <p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>There was additional evidence that safe care and treatment was not being provided. In particular:</p> <ul style="list-style-type: none">• Significantly poor telephone access for patients• High numbers of patients attending accident and emergency departments compared to local and national averages. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> |