

# Modality Partnership Hull

## Inspection report

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[www.modalitypartnership.nhs.uk/  
newland-group-medical-practice](http://www.modalitypartnership.nhs.uk/newland-group-medical-practice)

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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 Modality Partnership Hull on 1-4 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 Modality Partnership Hull on our website at [www.cqc.org.uk](http://www.cqc.org.uk). However, this was a first inspection.

## Why we carried out this inspection

This inspection was a comprehensive inspection due to the provider merging the service with four other locations. They had not been inspected previously.

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

# Overall summary

**We have rated this practice as Good overall.**

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- 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 and take action to improve patient access systems.

We saw several areas of outstanding practice including:

- The provider employed a clinical lead pharmacist who was responsible for continuous monitoring of medicines and prescribing. During the inspection we saw that an electronic prescribing monitoring dashboard was in place to inform the senior leadership team across the organisation. We saw that low-level incidents were monitored to ensure that they were reduced into less risk status. We also saw that monitoring of repeat prescribing had identified 1139 patients that had not requested a repeat prescription in the last six months. The provider told us that all these patients had been contacted regarding their medicine. For example, a patient had stopped taking their medication due a service being stopped. However, the pharmacy team had identified a high blood sugar level for the patient and it assisted them in controlling this to a more manageable level.
- The practice assessed and monitored the physical health of people with mental illness, severe mental illness, and personality disorder. A review of the practice protocols including an outbound telephone call with an invitation to the patient was provided and the options to discuss the review with a member of the social prescribing team in advance of the appointment. This ensured that patients felt safe and supported. For example, patients were offered extended appointments and sessions that were split into manageable sections to allow them time to build trust within the practice rather than not attending their appointment.
- The practice could demonstrate how they identified patients with commonly undiagnosed conditions, for example diabetes, chronic obstructive pulmonary disease (COPD), atrial fibrillation and hypertension. For example, the practice had invested in electronic medical devices i.e. handheld devices to check abnormal heart rhythms. Patients were able to monitor their own heart rhythm with the support of clinicians. This had led to a reduction in the use of some medicines, we found an example of one patient who no longer needed heart medicine at all.

**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. 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. The CQC lead inspector conducted a short site visit to the registered location and two branch sites, during which they reviewed records, looked at the environment and spoke with management and staff.

## Background to Modality Partnership Hull

Modality Partnership Hull is located in Hull at:

Modality Partnership Hull

61 Alexandra Road

Hull

HU5 2NT

There are also three other branch sites located around the city. There is parking available at all branch sites on at the surgery premises. The practice is located in a purpose-built property and has accessible facilities. Consulting and treatment rooms are on the ground floor. The practice provides services under a General Medical Services (GMS) contract with NHS Hull CCG to the practice population of approximately 57,000 people, covering patients of all ages.

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

The proportion of the practice population in the 65 years and over age group is slightly lower than the England average. The practice population in the under 18 years age group is slightly higher than the England average. The practice scored three 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.

In April 2017 the practice became part of the divisional and national Modality Partnership. The practice has a diverse range of clinicians supported by a senior leadership team (SLT) and a general manager. There are two multi-site practice managers that work across all four practice sites, a primary care network operations manager, administration support manager, pharmacy lead, a nurse and advanced care practitioner lead. The SLT support a wide range of care navigators, prescribing team, nursing and health care assistants, pharmacist, urgent care practitioners, social prescribing coaches, health and well-being coaches, care co-ordinators and a central administration team. The provider is part of Modality primary care network (PCN) and support four other surgeries in the PCN.

All practice sites are open between 7am to 7pm Monday to Thursday and 7am to 6.30pm on a Friday. The practice, along with all other practices in the Hull CCG area have a contractual agreement for the Out of Hours to be provided by City Health Care Partnership from 6.30pm to 8am Monday to Friday. Services can also be accessed 6.30pm to 8am on a Saturday and Sunday.