

Market Hill 8-8 Surgery

Inspection report

The Ironstone Centre
West Street
Scunthorpe
South Humberside
DN15 6HX
Tel: 01724292000

Date of inspection visit: 16 April 2019
Date of publication: 21/06/2019

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Market Hill 8-8 Surgery on 16 April 2019 as part of our inspection programme.

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 previously inspected the practice on 27 February 2018 when we found the practice was Requires Improvement overall with Safe, Effective, Caring, Responsive and Well-led key questions all requiring improvement.

We have rated this practice as Good overall with Requires improvement in Effective

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Most 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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Whilst we found no breaches of regulations, the provider **should:**

- Establish a formal documented process to assure themselves of the clinical competence of staff in advanced clinical roles.
- Review and improve the system that identifies patients who are also carers to help ensure that all patients on the practice list who are carers are offered relevant support if appropriate.
- Continue to implement actions to improve the uptake for childhood immunisation and for the cervical screening programme.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP
Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires improvement	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Market Hill 8-8 Surgery

Market Hill 8 – 8 Surgery is located at The Ironstone Centre, Scunthorpe, North Lincolnshire, DN15 6HX. The practice shares occupancy of the Ironstone Centre with other practices and healthcare providers. A community car park with associated fees is located outside of the Centre.

The practice has an Alternative Provider Medical Services (APMS) contract with NHS England and North Lincolnshire Clinical Commissioning Group (CCG). The total practice patient population is 5,865 covering patients of all ages. The proportion of the practice population differs from the England average with more people in the 20 – 39 and 0 – 9 age range and less in the 65 plus age range when compared to the England average. The practice scored two 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 a greater need for health services.

The staff team comprises of five directors, all of whom are GPs (four male and one female) and two self-employed GPs (both male). There are three practice nurses, two nurse prescribers, two health care assistants, a practice manager, an assistant practice manager and a range of administration staff. The practice was supported by a CCG clinical pharmacist who works at the practice one day per week.

The practice is open between 8am and 8pm Monday to Saturday and 10am to 2pm on a Sunday. GPs offer telephone triage, same day and routine appointments on a daily basis. The practice has opted out of providing out of hours services (OOHs) for their patients. When the practice is closed the OOHs care is provided by GP Out of Hours Service based at Scunthorpe Hospital.