

City Health Care Partnership CIC - The Wolds Primary Care Practice





Inspection report

Entrance A, Bridlington Hospital
Bessingby Road
Bridlington
YO16 4QP
Tel: 01262423464

Date of inspection visit: 14 September 2021
Date of publication: 25/10/2021

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 well-led?		Requires Improvement	

Overall summary

We carried out an announced inspection at The Wolds Primary Care Practice on 9 and 14 September 2021. Overall, the practice is rated as Good.

The ratings for each key question are

- Safe - Good
- Effective - Good
- Well-led – Requires Improvement

The full reports for previous inspections can be found by selecting the 'all reports' link for The Wolds Primary Care

Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focussed inspection to follow up on:

- emerging risk.

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

We have rated this practice as Good overall. However we have rated the well led key question as requires improvement because we found that some clinical patient records had not been summarised.

We found

Overall summary

The practice provided care in a way that kept patients safe, and protected them from avoidable harm. However, some areas related to clinical record keeping required attention.

The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. The practice manager had wider support from other managers in their network and additional support from the previous practice manager on an on-going basis.

Where clinical indicators demonstrated that the practice was below average (for the area/compared to England average), such as monitoring long term conditions, measures were in place to improve and this was being monitored by the provider

We found breaches of regulations and the areas where the provider must make improvements are:

- Ensure effective systems and processes to ensure good governance are embedded and monitored.

We also found that the provider should:

- Review and improve the arrangements for monitoring long term conditions in particular blood pressure monitoring and Chronic obstructive pulmonary disease (COPD).
- Review and improve the system that ensured patient group directions are kept up to date.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
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 who undertook a site visit and included a GP specialist advisor.

Background to City Health Care Partnership CIC - The Wolds Primary Care Practice

The Wolds Primary Care Practice is located in Bridlington at:

Entrance A, Bridlington Hospital

Bessingby Road

Bridlington

YO16 4QP

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

The practice is situated within the East Riding of Yorkshire Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 4,020. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices (Bridlington Primary Care Network).

The practice is part of a large organisation, City Health Care Partnership CIC (the Provider CHCP), which is led by a senior regional operations team based in Hull.

Information published by Public Health England report deprivation within the practice population group as 2 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The proportion of the practice population in 65 to 84-year age group is similar to the local CCG and above the England average and in the 85+ year age group is below the local CCG and similar the England average. The proportion of the practice population in the under 18 years age group is similar to the local CCG and England average.

The practice has one male clinical lead who works full time. There are two long term locums GPs. There is one practice nurse and one associate practice nurse, both female who work part-time.

Due to the enhanced infection prevention and control measures put in place since the onset of COVID-19 and in line with the national guidance GP appointments continued to be provided under the enhanced infection prevention control measures.

Extended access is provided locally by Yorkshire Health Partners Limited, where late evening and weekend appointments are available. Out of hours services are provided by CHCP.

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care
Maternity and midwifery services	The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:
Surgical procedures	<ul style="list-style-type: none">• There was a significant number of unsummarised notes meaning that patients could be at risk of diagnosis, operations and procedures, abnormal results and vaccinations not being documented in their record which could lead to the practice not being aware of medical conditions or changes to treatment following discharge from secondary care.• The protocol for summarising notes had not been followed and had not been reviewed by the due date (Jan 2020).
Treatment of disease, disorder or injury	This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.