

Newland Health Centre

Inspection report

Raines House
187 Cottingham Road
Hull
East Yorkshire
HU5 2EG
Tel: 01482492219
www.newlandhealthcentre-hull.nhs.uk

Date of inspection visit: 02/07/2020 to 11/08/2020
Date of publication: 04/09/2020

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Newland Health Centre on 30 May 2017. The overall rating for the practice was good, but was rated as requires improvement for the safe key question. The full comprehensive report on the May 2017 inspection can be found by selecting the 'all reports' link for Newland Health Centre on our website at .

This inspection was a desk-based review carried out on 02 July 2020 to confirm that the practice was improving:

- Reviews of incidents and near misses.
- Their recruitment arrangements.
- Patient outcomes as a result of clinical audits.
- Their learning from significant events.
- Their system for monitoring and acting on uncollected prescriptions.
- Their fire alarm testing procedures.

This report covers our findings in relation to those requirements.

The practice remains rated as Good overall and has improved its rating of Requires improvement for the safe key question to Good.

Our key findings were as follows:

- The practice had improved their process, monitoring and review of incidents and near misses.
- The practice had improved their recruitment arrangements.
- The practice had implemented an annual audit plan which identified patient outcomes.
- The practice had improved their process, monitoring and review of significant events.
- The practice had improved their process for the monitoring of uncollected prescriptions.
- The practice had improved their process for fire alarm management and testing.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Our inspection team

This review was carried out by a CQC inspector. Because of the current Covid 19 pandemic situation a site visit was

not undertaken, however the provider submitted to CQC evidence that gave assurances that action had been taken in relation to the identified shortfalls from the previous inspection.

Background to Newland Health Centre

Newland Health Centre Raines House, 187 Cottingham Road, HU5 2EG is a GP practice in Hull. It has a GMS contract and provides general medical services to a practice population list size of 6700. The practice is opposite the University of Hull and approximately 70% of the practice population are in the 18-24 year old age group many of which are students including those from overseas. This unusual demographic means that for some times in the year the students will not be resident in Hull. This impacts on the practice's figures for the Quality and Outcomes Framework (QOF) for exception reporting and achievement of targets. (Exception reporting is the removal of patients from QOF calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects).

The practice has a small car park and transport links are good. Disabled parking is available. A disabled patient's toilet is provided and there is wheelchair access. There is also an induction loop for patients with hearing impairment.

The practice was originally the Hull University Medical Centre when it opened in 1961 and has strong links with the university. It now has three partners, two male (Whole Time Equivalent (WTE) 2.0) and one female (WTE 0.5) and is a training practice for foundation year 2 doctors and physician associates. Admin staffing consists of a Practice Manager (WTE 1.0), four practice nurses, all female (WTE 0.5, 0.3, 0.3 and 0.3), two health care assistants, female (WTE 0.4) and a range of reception, administrative and secretarial staff.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are offered from 6.30 pm to 8.10pm on Wednesdays and Thursdays. When the practice is closed patients are advised to contact the Out of Hours service (111) provided by City Health Care Partnership CIC in Hull.