

# The Roxton Practice

## Inspection report

Pilgrim Primary Care Centre  
Immingham  
DN40 1JW  
Tel: 01469572058

Date of inspection visit: 22 November 2023  
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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?

Requires Improvement 

Are services effective?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at The Roxton Practice on 20 – 22 November 2023. Overall, the practice is rated as Good.

Safe – Requires Improvement

Effective - Good

Caring – Not inspected, rating of good carried forward from previous inspection

Responsive - Good

Well-led - Good

Following our previous inspection on 16 July 2015 the practice was rated good overall and for all key questions

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Roxton Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities of inspecting GP practices that have not been inspected in over 8 years.

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires.

## 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:

# Overall summary

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm due to a lack of effective monitoring systems.
- 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 had embedded systems in place to keep people safe and safeguarded from abuse.
- The senior management and leadership team ensured effective management at all levels to deliver high quality sustainable care.
- The practice was digitally innovative and had screened over 12,000 patients to assess their digital literacy. Those deemed as high or advanced tech users were able to use an online portal to review long term conditions and encourage patients to manage their own health and wellbeing.
- The practice worked closely with a local NHS Trust through the Connected Health Network which resulted in 60% fewer referrals for rheumatology than local primary care networks (PCN). They also used this network to reduce cardiology referrals from 18 months to 1 week.
- 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 improve the new processes in place to ensure patients documents are managed in a timely way.
- Monitor new process in place to ensure appropriate medicine management and reviews for patients.
- Take action to improve the uptake of eligible patients receiving cervical cancer screening.
- Continue to assess access to the practice for patients, including more flexibility for patients when making an appointment.
- Improve relationships with the patient participation group.

**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 and undertook a site visit. 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.

## Background to The Roxton Practice

The Roxton Practice is located in Immingham at:

Pilgrim Primary Care Centre

Pelham Road

Immingham

DN40 1JW

The practice has branch surgeries at:

The Health Centre

Pelham Crescent

Keelby

DN41 8EW

Weelsby View Health Centre

Ladysmith Road

Grimsby

DN32 9SW

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

The practice is situated within the Humber and North Yorkshire Integrated Care Board (ICB) and delivers a General Medical Services (GMS) to a patient population of about 34,000. The practice operates from 3 sites, Immingham, Weelsby View and Keelby. They run dispensary services from Immingham and Keelby. As part of our inspection we visited all 3 sites. 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 the more deprived areas tend to have greater need for health services.

The practice has 10 partners (9 GPs and 1 Practice Director). The practice employs 16 GPs (9 female and 7 male). There is a team of 20 nurses, 5 pharmacists, 3 paramedics and 4 pharmacy technicians. Supporting the clinical team there is a dispensary team and administration team who are managed by the practice director (male).

Practice opening hours are from 08.00 to 18.30 Monday to Friday. Appointments are available from 08.00 to 18.00 Monday to Friday. The practice offers appointments on a Monday evening between 18.30 to 20.00 through the extended access scheme. The practice offers a range of appointments, telephone consultation, video consultation and face to face appointments. When the practice is closed, patients can access out of hour's services by telephoning NHS 111.

The practice is part of a wider network of GP practices known as Meridian Primary Care Network (PCN).