

Central Healthcare

Inspection report

1a
Belgrave Crescent
Scarborough
YO11 1UB
Tel: 01723360835

Date of inspection visit: 23 October 2020
Date of publication: 22/12/2020

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		Requires Improvement	
Are services safe?		Requires Improvement	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Requires Improvement	
Are services well-led?		Good	

Overall summary

We carried out an announced, comprehensive inspection of Central Health care on 26 February 2020, as part of our inspection programme. We rated the practice as inadequate overall, including all population groups. We identified four breaches of regulation and issued warning notices for three of the breaches and a requirement notice for the fourth. This inspection report for Central Healthcare can be found by selecting the 'all reports' link for Central Healthcare on our website. We carried out a focused, unrated desk top inspection on 13 July 2020 to check whether the provider had taken steps to comply with the legal requirements set out within the warning notices regarding non-compliance with regulation 12 (safe care and treatment), regulation 17 (good governance) and regulation 18 (staffing). We found improvements had been made in respect to patient safety, staffing, effectiveness, governance and leadership.

We carried out an announced comprehensive inspection of Central Healthcare between 20 and 23 October 2020 as part of our inspection programme. This included obtaining information from the practice and staff virtually and included a site visit that took place on 23 October 2020.

This announced comprehensive inspection in October 2020 looked at all of the key questions:

Is the service Safe?

Is the service Effective?

Is the service Caring?

Is the service Responsive?

Is the service Well led?

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 have rated this practice and all population groups as requires improvement overall.

We found that:

- The practice had addressed the breaches of the regulation identified at the inspection February 2020.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- We saw that patients had found difficulties in accessing the practice on the telephone and booking appointments in a timely manner. This was also reflected in the national GP survey in which the practice scored below average in the question relating to getting through to someone at the practice.
- The monitoring of care and treatment for patients who were prescribed high risk medicine was not always acted on in a timely way.

We saw that the practice was on a trajectory of improvement seeing new roles and systems being put in place to promote good governance and management. However, some of these systems were not fully embedded into the practice.

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

Overall summary

- Improve access to the practice via the telephone and internet.
- Improve access to appointments.
- Improve the risk assessment in place during the COVID -19 pandemic used for patients requiring close monitoring and blood tests.
- Record the mentoring of nurse practitioners undertaken by GPs. Improve supervision for specific staff groups such as nurse practitioners.
- Improve reception, administrative and clinical staffing levels in response to staff feedback.

We are taking this practice out of Special Measures.

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	Requires Improvement 
People with long-term conditions	Requires Improvement 
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	Requires Improvement 
People experiencing poor mental health (including people with dementia)	Requires Improvement 

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. The GP specialist advisor undertook some inspection tasks remotely.

Background to Central Healthcare

Central Healthcare is located at Lawrence House Medical Centre, 1a Belgrave Crescent, Scarborough, YO11 1UB 87 and has one branch site; Peasholm surgery, 98 Tennyson Avenue, Scarborough. The branch site at Prospect Road is temporarily closed.

The practice is registered with the CQC to carry out the following Regulated Activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites.

As part of our inspection we visited Lawrence House medical centre, 1a Belgrave Crescent, Scarborough, YO11 1UB. We did not visit Peasholm surgery, 98 Tennyson Avenue, Scarborough, YO127RE.

Central Healthcare provides NHS services through a General Medical Services (GMS) contract to approximately 28,812 patients. The practice is part of the North Yorkshire Clinical Commissioning Group (CCG). There are arrangements with other providers to deliver services to patients outside of the practice's working hours. When the practice is closed, patients are directed to contact the local out of hours service via NHS 111. The practice is a teaching and training practice for medical students, GPs, and student nurses.

The practice is part of a Primary Care Network (PCN) The PCNs are groups of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated services to their local populations.

Since our last inspection in February 2020 Central Healthcare and Haxby Group formed a new partnership to improve healthcare for the people of North Yorkshire. Haxby Group provide support and mentoring to Central Healthcare to help it develop future resilience and improve services for its patients.

Lawrence House appointments are offered Monday to Friday from 8am to 6pm. Extended hours are available Monday to Thursday from 7.30am to 8am and Monday to Thursday 6.30 to 8pm. Monday to Friday. At Peasholm surgery site appointments are offered Monday to Friday from 8:15 am to 5.40pm. Patients may book appointments by telephone, in person and on-line. The practice has also recently added appointments on a Saturday and Sunday morning 8.30am – 12.30pm at Peasholm practice.

The practice population deprivation is 31.43, compared to 24.63 for the local CCG and 21.72 for England. The higher the score, the more deprived an area is compared to others.

The practice employs 111 staff within the following disciplines: three Partners (two full-time male and one part-time female), 15 salaried GPs (eight female and seven male) on a variety of part-time, full-time and flexible contract. Three international (GPs recruited from Europe), GPs (female) currently in an observing role, one full-time clinical nurse lead (female), five Nurse Practitioners; two full-time and three part-time nurse practitioners (one male and four female), three part-time senior practice nurses (female), five practice nurses; three full-time and two part-time practice nurses(female), one newly qualified full-time practice nurse (female), one part-time diabetes specialist nurse (female), two full-time and five part-time health care assistants (female), one part-time phlebotomist (female), one full-time pharmacist (male), one full-time and one part-time pharmacy technician (female). There are 19-patient services staff (front of house staff) (full and part-time), 18 administrators (full and part-time), six data quality staff (full and part-time), eight facilities staff, eight practice management staff. The practice also employs locum GPs as required and holds several flexible contracts to support the nurse practitioner team and administration. The Practice has also employed two care co-ordinators (full-time) and two care home liaison nurses (full and part-time) along with a pharmacy technician to support the PCN.