

The Chantry Health Group

Inspection report

Church View Health Centre
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Grimsby
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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?

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 The Chantry Health Group on 19 March 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 4 August 2016 we found the practice was Good overall and Requires Improvement for providing Safe services as they were in breach of regulation. We had asked the provider to improve how medicines and vaccines were stored, review governance issues surrounding the use of Smartcards, the safe handling of prescription forms within the practice and recruitment and selection procedures. At this inspection we found that these had all been addressed and the practice was now compliant with regulation.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had a system in place to include all necessary employment checks for all staff.
- 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-centre care.
- vaccines and other medicines are stored securely and there was a system in place to monitor the use of prescription forms.
- patient information was kept securely
- Learning from significant events is embedded.
- Clinical re-audits were undertaken to ensure improvements had been achieved.
- All staff chaperoning had a DBS check.
- Staff appraisals occurred annually.

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

- Review and improve the existing systems and processes for the monitoring of consultations undertaken by advanced nurse practitioner(s).
- Undertake a documented formal risk assessment to ensure the emergency medicines held on site are appropriate for the activities provided by the practice.
- Review and improve the infection prevention and control measures to ensure appropriate standards of cleanliness and hygiene are met.
- Review and improve the monitoring of the process for seeking consent appropriately.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 and included a GP specialist advisor.

Background to The Chantry Health Group

The practice is a GP surgery located in Grimsby town centre. The practice is based in the Church View Health Centre which is a purpose-built building housing two GP practices and a pharmacy. There is limited parking in the car park adjacent to the practice, including bays for the disabled. There is wheelchair access, a lift and assisted toilet facilities.

The practice provides Personal Medical Services (PMS) to 6,154 patients.

The Chantry Health Group is a teaching practice for 3rd and 5th year medical students. The practice mentors new doctors in their foundation year 2 and mentors student nurses.

There are two GP partners, a nurse practitioner, two practice nurses and two healthcare assistants. They are supported by a practice manager, assistant practice manager and fourteen reception/ administration staff.

The majority of patients are of white British background and 1.5% of the local population is from eastern Europe. The practice population profile is similar 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 practice is open Monday 7am - 6.30pm; Tuesday, Thursday, Friday 8am - 6.30pm and Wednesday 8am - 7.30pm. Appointments are from 9am - 11am every morning and 3pm - 5.30pm daily. Extended hours appointments are offered at the following times on Monday 7am- 8am and Wednesday 6.30pm – 7.30pm. Out of Hours care (from 6.30pm to 8am) is provided through the local out of hours service.