

City Health Practice Limited - Bransholme

Inspection report

Goodhart Road
Bransholme
Hull
HU7 4DW
Tel: 01482336100

Date of inspection visit: 21 November 2023
Date of publication: 21/12/2023

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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted announced assessment of City Health Practice Limited - Bransholme in relation to the responsive key question. This assessment was carried out on 21 November 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as requires improvement.

Safe - Good

Effective – Good

Caring - Good

Responsive – Requires Improvement

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for City Health Practice Limited - Bransholme on our website at www.cqc.org.uk

Why we carried out this inspection

This was a targeted assessment of the key question of responsive to understand how practices are working to try and meet the demands for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection

This inspection was carried remotely.

This included:

- Conducting an interview with the provider and staff interviews using video conferencing.
- Requesting evidence from the provider.
- Reviewing patient feedback from a range of sources.
- Seeking data we hold about the service.
- Seeking information/feedback from relevant stakeholders.

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

Overall summary

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

We found that:

- Patients were satisfied with the access to appointments offered by the practice. This was reflected in the National GP survey and other analysis by the Service User Voice Group (SUVG).
- The practice understood the needs of its local population.
- The practice had an active and effective (SUVG).
- The practice dealt with complaints in a timely manner and learned from them.
- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way. Patients were dissatisfied with the arrangement for getting through to the practice by phone and their experience of obtaining an appointment

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

- Produce a detailed plan as to how they intend to respond to patient concerns/feedback about access and their experience of making an appointment with an aim to improve patient experience.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our assessment was led by a CQC inspector who spoke with staff using video conferencing facilities and reviewed other sources of information that we have used to form our judgement of the responsive key question.

Background to City Health Practice Limited - Bransholme

City Health Practice Limited - Bransholme is located at Goodhart Road, Bransholme, Hull HU7 4DW.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and surgical procedures.

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 3,000 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is on the 1st decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population is 98.3% white with the remainder of the population being mixed.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including telephone consultations, in-person and advance appointments. The practice has 1.1 wholetime equivalent GPs, 2.0 nurses and 6.4 administration and non-clinical staff.

Out of hours services are provided by 111 and additional extended hours within the PCN.