

Holderness Health

Inspection report

St Nicholas Surgery
Queen Street
Withernsea
HU19 2PZ
Tel: 01964613221
www.holdernesshealth.nhs.uk

Date of inspection visit: 19 October 2022
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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 well-led?

Good 

Overall summary

We carried out an announced focused inspection at Holderness Health on 17th – 19th October 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

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

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

Well-led – Good

Following our previous inspection on 26th April 2016, 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 Holderness Health on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection as part of our programme of inspecting services rated Good or Outstanding[RD1] that have not been inspected for over 5 years. We need assurance that Good or Outstanding rated locations are still good or outstanding.

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 to the Roos surgery, Hedon Group Practice, Church View Surgery and the administration hub.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- Patients could access care and treatment in a timely way.
- 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 had a succession plan in place and was planning for the future. This included a training programme which would improve the number of GPs, practice nurses and dispensers who worked for the provider.
- The provider had recently opened a new administration hub which had improved their ability to answer telephone calls and freed up more space for clinical activity.
- 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**:

- Improve the uptake of patients attending for cervical cancer screening

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 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 Holderness Health

Holderness Health is located in Withernsea at:

St Nicholas Surgery

Queen Street

Withernsea

East Yorkshire

HU19 2PZ

The practice has surgeries at:

Hedon Group Practice

4 Market Hill

Hedon

East Yorkshire

HU12 8JD

Hodgson Lane Surgery

Hodgson Lane

Roos

East Yorkshire

HU12 0LF

Prospect Surgery (Currently closed to the public)

Chapel Lane

Keyingham

East Yorkshire

HU12 9RA

Church View Surgery

5 Market Hill

Hedon

East Yorkshire

HU12 8JE

Chapel Lane Surgery

Chapel Lane

Keyingham

East Yorkshire

HU12 9RA

St Patrick's Surgery

St Patrick's Green

Patrington

East Yorkshire

HU12 0PF

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury and surgical procedures. These are delivered from all sites except Prospect Surgery which is currently closed to the public and is being used by doctors working remotely.

The practice offers services from both a main practice and a branch surgeries. Patients can access services at all surgeries.

The practice is situated within the East Riding of Yorkshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 35000. This is part of a contract held with NHS England.

The practice scores 2 on the deprivation measurement scale: the deprivation scale goes from 1 to 10, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services.

There is a team of 18 GP partners (10 male and 8 female) and salaried GPs who provide cover across all practices. The practice has a team of 11 nurses who are led by 2 practice nurses, female (F). They provide nurse led clinics for long-term conditions at all sites. There are also a team of nurse practitioners, advanced clinical practitioners and healthcare assistants. The clinical team are supported by the senior management team. The senior management team is made up of chief executive officer (F) head of finance and information (F) head of human resources (F) head of patient services (F) head of projects and performance (F) and head of patient care, male (M). The senior management team are supported by a team of administration staff and dispensary staff.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone and video consultations and advance appointments.

Enhanced access is provided at all sites, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

Due to the size of the provider it makes up its own Primary Care Network (PCN) known as Holderness Health PCN.