

Gilberdyke Health Centre

Inspection report

The Health Centre
Thornton Dam Lane, Gilberdyke
Brough
HU15 2UL
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www.gilberdykehealthcentre.co.uk

Date of inspection visit: 6 September 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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Gilberdyke Health Centre on 4 – 6 September 2023. Overall, the practice is rated as good.

The ratings for the key questions are as follows:

Safe - Good

Effective – Not inspected, rating of Good carried forward from previous inspection

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

Responsive - Not inspected, rating of Good carried forward from previous inspection.

Well-led - Not inspected, rating of Good carried forward from previous inspection.

Following our previous inspection on 3 November 2022, the practice was rated Good overall and Requires Improvement for Safe.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Gilberdyke Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection following a rating of Requires Improvement in Safe.

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.

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.

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had significantly improved their governance around safeguarding systems and processes.
- The practice had improved its medicines management, especially how structured medicine reviews were undertaken and how patients on direct oral anticoagulants (DOAC) medicine were monitored.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients in a kind and respectful way and involved them in decisions about their care.
- 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-centred care.

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 Gilberdyke Health Centre

Gilberdyke Health Centre is located in Gilberdyke, Brough.

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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 East Riding of Yorkshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 6,000. This is part of a contract held with NHS England.

The practice scores 9 on the deprivation measurement scale: the deprivation scale goes from 1 to 10, with 1 being the most deprived. People living in more deprived areas tend to have a greater need for health services.

There is a team of 5 GP partners (3 female and 2 male) and 1 salaried GP (Female). The practice employs an advanced nurse practitioner, a triage nurse and a team of practice nurses and 2 healthcare assistants. Supporting the clinical members of staff there is a practice manager, assistant practice manager and team of administration 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, where late evening and weekend appointments are available, enhanced access is provided locally under a separate contract. Out of hours services are provided by NHS 111.

The practice is part of a wider network of GP practices known as Cygnet Primary Care Network (PCN). Four other practices are part of the Cygnet PCN.