

Hastings Medical Centre

Inspection report

919 Spring Bank West
Hull
HU5 5BE
Tel: 01482351219

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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 inspection at Hastings Medical Centre on 23-25 November 2021. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Hastings Medical Centre on our website at www.cqc.org.uk. However, this was a first inspection.

Why we carried out this inspection

This inspection was a comprehensive inspection due to the provider merging the service with another location. They had not been inspected previously.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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 have rated this practice as Good overall.

We found that:

- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- 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**:

- Continue to ensure fire drills are carried out in accordance with fire procedures.
- Ensure an Infection Prevention Control (IPC) audit is completed at appropriate intervals and any identified actions completed promptly .
- clinical audits should be carried out and include a full cycle of events. in order to improve patient care and treatment.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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. The CQC lead inspector conducted a short site visit to review some records, look at the environment and speak with staff.

Background to Hastings Medical Centre

Hastings Medical Centre is located in Hull at:

Hastings Medical Centre

919 Spring Bank West

Hull

HU5 5BE

There is parking available on street at the surgery. The practice is located in a converted residential property and has accessible facilities. Consulting and treatment rooms are on the ground floor. The practice provides services under a General Medical Services (GMS) contract with NHS Hull CCG to the practice population of approximately 3,800 people, covering patients of all ages.

The proportion of the practice population in the 65 years and over age group is higher than the England average. The practice population in the under 18 years age group is lower than the England average. The practice scored four 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 greater need for health services.

In January 2016 the practice became part of Eastgate Medical Group in Hornsea East Riding of Yorkshire. The practice has five partner GPs (one female and four male), two practice nurses (non-medical prescribers), two health care assistants, a clinical pharmacist and a physician associate both of which are provided as part of the Primary Care Network (PCN). There is a practice manager and a team of administration, reception, and secretarial staff. The practice team are supported by the Symphonie PCN that includes seven other practices.

The practice is open between 8am to 6.30pm Monday to Friday. The practice, along with all other practices in the Hull CCG area have a contractual agreement for the Out of Hours to be provided by the PCN from 6.30pm to 8pm Monday to Thursday and 6.30pm to 9pm on Fridays. Services can also be accessed 8am to 2pm on a Saturday and Sunday. This has been agreed with the NHS England area team.

Due to the enhanced infection prevention and control measures put in place since the COVID-19 pandemic and in line with the national guidance, most GP appointments were telephone consultations. However appointments continued to be available should the GP need to see a patient face-to-face.