

Humber Primary Care

Inspection report

Providence Place
Bridlington
YO15 2QW
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www.humber.nhs.uk

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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?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection) at Humber Primary Care on 14th – 16th November 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Requires improvement

Well-led - Good

This was our first inspection of this practice following the merger of two other practices, Manor House previously rated as good following our previous inspection on 26 April 2018, and Practice 2 previously rated as good following our previous inspection on 18 October 2017.

The full reports for previous inspections can be found by selecting the 'all reports' link for Manor House and Practice 2 on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection as this service had not previously been inspected since the merger of two GP surgeries.

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 both sites.

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.
- The practice had embedded systems in place to keep people safe and safeguarded from abuse.
- There was a clear leadership development programme in place which included a succession plan.
- Patients found it difficult to access services via telephone.
- There was a backlog of 155 patients information waiting to be processed and summarised.

We rated the practice as requires improvement for providing responsive services because:

- Patients found it difficult to access services via telephone. This was reflected in National GP patient survey results and feedback from patients, staff and the Patient Participation Group.

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

- Improve telephone access to remove barriers and support patients to have good access to care and treatment.
- Take steps to remove the backlog of patients waiting to have their information summarised.
- Continue with the plan to improve the monitoring of patients prescribed gabapentinoids.
- Continue to improve staff recruitment and retention to ensure the practice can provide a good service to patients.

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 Humber Primary Care

Humber Primary Care is located in Bridlington at:

Humber Primary Care

Providence Place

Bridlington

East Yorkshire

YO15 2QW

The practice has a branch surgery at:

Practice 2

Station Avenue

Bridlington

East Yorkshire

YO16 4LZ

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.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

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 15,000. This is part of a contract held with NHS England.

The practice scores 3 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 greater need for health services.

There is a team of 7 GPs (5 male, 2 female) who provide cover across all practices. The practice has a team of 4 practice nurses and 5 advanced care practitioners. They provide nurse led clinics for long-term conditions at both sites. The GPs and nursing team are supported at the practice by a practice manager and two assistant practice managers.

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.

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

The practice is part of a wider network of GP practices known as Bridlington Primary Care Network (PCN) which is made up with 4 other practices.