

# Open Door Health Limited

## Inspection report

Albion Street  
Grimsby  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Open Door Health Limited on 5 June 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups.**

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 organised and delivered services to meet patients' needs. 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-centre care.

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

- Review and Improve the monitoring of blank prescriptions in the practice.
- Review and Improve the process for identifying carers.
- Ensure staff receive safeguarding training appropriate to their level of responsibility.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to Open Door Health Limited

Open Door Health Limited is located at Grimsby, South Humberside DN32 7DL. The surgery has good transport links and is situated in older part of town.

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.

Open Door Health Limited is situated within NHS North East Lincolnshire Clinical Commissioning Group (CCG) and provides services to 1678 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The service is a nurse led service and only employs the equivalent of 0.66 whole time equivalent (wte) GP locums. In addition, the practice employs, two advanced nurse practitioner equivalents (2.0 wte), two practice nurses (1.8 wte), three health care assistants (HCA's) (1.8 wte), a site coordinator (1.0 wte), one head of service (who is also the chief nurse), a general manager and reception staff. The practice also accommodates other health, social care and housing workers.

There is a lower than average number of patients over the age of 65 compared to the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 74 years which is lower than the national average of 79. Female life expectancy is 78 years compared to the national average of 83 years.

The National General Practice Profile states that 96.6% of the practice population is from White background with a further 3.4% of the population originating from mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice is the most deprived practice in the area. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.