

Modality Partnership Hull

Inspection report

61 Alexandra Road

Hull

HU5 2NT

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[www.modalitypartnership.nhs.uk/
newland-group-medical-practice](http://www.modalitypartnership.nhs.uk/newland-group-medical-practice)

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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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted announced assessment of Modality Partnership Hull in relation to the responsive key question. This assessment was carried out on 29 November 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as requires improvement.

Safe - Good

Effective – Good

Caring - Good

Responsive – requires improvement

Well-led – Good

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

Why we carried out this inspection

This was a targeted assessment of the key question of responsive to understand how practices are working to try and meet the demands for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection

This inspection was carried remotely.

This included:

- Conducting an interview with the provider and staff interviews using video conferencing.
- Requesting evidence from the provider.
- Reviewing patient feedback from a range of sources.
- Seeking data we hold about the service.
- Seeking information/feedback from relevant stakeholders.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- Patients were not satisfied with the access to appointments offered by the practice. This was reflected in the National GP survey.
- The practice had a number of initiatives and programmes running to improve the way patients contacted the practice and had implemented systems for improving their overall experience.
- The practice understood the needs of its local population.
- The practice had an active and effective patient participation group (PPG).
- The practice dealt with complaints in a timely manner and learned from them.
- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts were starting to show results in patient feedback.

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

- Continue to review and improve patient satisfaction around access to the service.

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 assessment was led by a CQC inspector who spoke with staff using video conferencing facilities and reviewed other sources of information that we have used to form our judgement of the responsive key question.

Background to Modality Partnership Hull

Modality Partnership Hull is located at 61 Alexandra Road, Hull, HU5 2NT. There are also three other branch sites located around the city. There is parking available at all branch sites on at the surgery premises. The practice is located in a purpose-built property and has accessible facilities. Consulting and treatment rooms are on the ground floor.

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 57,000 people, covering patients of all ages. This is part of a contract held with NHS England. The practice is part of the Modality Primary Care Network (PCN) and support four other surgeries in the PCN. The proportion of the practice population in the 65 years and over age group is slightly lower than the England average. The practice population in the under 18 years age group is slightly higher than the England average.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; family planning; treatment of disease, disorder or injury; and surgical procedures.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is on the 3rd decile of (3 of 10). The lower the decile, the more deprived the practice population is relative to others. In April 2017 the practice became part of the divisional and national Modality Partnership.

The practice has a diverse range of clinicians supported by a senior leadership team (SLT) and a general manager. There are two multi-site practice managers that work across all four practice sites, a primary care network operations manager, administration support manager, pharmacy lead, a nurse and advanced care practitioner lead. The SLT support a wide range of care navigators, prescribing team, nursing and health care assistants, pharmacist, urgent care practitioners, social prescribing coaches, health and well-being coaches, care co-ordinators and a central administration team.

All practice sites are open between 7am to 8pm Monday to Friday and 9am to 5pm Saturdays (booked appointments only). The practice offers a range of appointment types including telephone consultations, in-person and advance appointments. The practice has 17.7 wholetime equivalent GPs (inc locums), 15.2 nurses and 69.4 administration and non-clinical staff.

Out of hours services are provided by 111 and additional extended hours within the PCN.