

The Haymarket Health Centre

Inspection report

Haymarket Health Centre, Dunning Street
Tunstall
Stoke On Trent
ST6 5BE
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Date of inspection visit: 9 December 2021
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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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at The Haymarket Health Centre on 9 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

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

Why we carried out this inspection

This inspection was undertaken in response to information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site during the site visit.

Interviews were carried out with the Practice Patient Manager at Loomer Medical Group and the Call Centre Manager.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

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

- Provide documented information/guidance on the types of patient conditions that can be seen within the various clinics available with the Allied Healthcare Professional's team to further support call centre staff.
- In the absence of the call centre Manager this will assist staff to ensure that patient appointments are assigned to the most appropriate clinic.

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 undertook a site visit.

Background to The Haymarket Health Centre

The Haymarket Health Centre is registered with the Care Quality Commission (CQC) as a partnership provider.

The practice is operated by the GPs of a practice situated approximately four miles away, the Loomer Medical Group. The aim of this group collaboration is to facilitate cross site working. Shared policies and procedures have been implemented enabling staff to access information technology and training facilities at the various practice sites. Loomer Medical Group primary care sector comprises of six sites, providing care to in excess of 26000 patients. The majority of incoming patient calls to the Loomer Medical Group are taken at their call centre.

The Haymarket Health Centre is situated within the NHS Stoke on Trent Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. The practice is part of a wider network of GP practices About Better Care (ABC) Primary Care Network (PCN). They deliver services from two locations:

- The Haymarket Health Centre, Dunning Street, Tunstall, Stoke-On-Trent, Staffordshire, ST6 5BE.
- Longton Health Centre, Drayton Road, Longton, Stoke-on-Trent, ST3 1EQ.

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 and surgical procedures.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is; 9.1% Asian, 87% White, 1.4% Black, 2% Mixed, and 0.5% Other.

The practice registered population is, 12395 patients. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of six male and two female GPs who between them provide cover at both practice sites. The practice has a team of nurses and allied health professionals who provide clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff.

The practice staffing comprises:

- One business partner
- Five GP partners (four male and one female)
- Four salaried GPs (two male and two female)
- A locum GP (male)
- A prescribing pharmacist and a pharmacy technician
- Four advanced nurse practitioners, four nurse practitioners, three practice nurses and six health care assistants
- Eight managers
- A team of 32 administrative staff including receptionists and call handlers.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were initially telephone consultations. If the clinical staff need to see a patient face-to-face then the patient is offered a choice of either the main or branch practice locations.

The practice is open each weekday from Monday to Friday 8am to 6pm with the telephones operational until 6.30pm. The practice clinic appointments were available from 9am to 12pm every morning and 2pm to 6pm daily.

All patients registered with Loomer Medical Group practices can access a range of pre-bookable appointments seven days a week at a practice that is within their PCN.

The extended hours include Monday to Friday from 6.30pm to 8pm, Saturdays from 8:45am to 1pm and Sunday and Bank Holidays from 10am to 11am.

Out of hours services patients access by calling NHS 111.

Further details can be found by accessing the practice's website at: www.loomermedical.co.uk/primary-care/haymarket