

Open Door Health Limited

Inspection report

Albion Street
Grimsby
DN32 7DL
Tel: 01472722000

Date of inspection visit: 7 December 2021
Date of publication: 11/02/2022

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?

Inspected but not rated



Overall summary

We carried out an inspection which was announced an hour before the visit at Open Door Health Ltd on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good (previous rating 6 August 2019)

As only part of the responsive key question was inspected this area has not been rated.

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

Why we carried out this inspection/review

This inspection was undertaken in response to data reflecting high A and E attendance and was focused on the management of access to appointments.

How we carried out the inspection

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

Interviews were carried out with the Registered Manager and the Nominated Individual for the organisation.

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
- People registered at this practice were the highest users of A and E in the area. The practice manager explained how they worked in partnership with other organisations with the aim of reducing this.
- The practice was proactively ensuring access to comprehensive care, treatment and support for underserved individuals such as the homeless, asylum seekers, the travelling community and sex workers. They had recently won an award from the Health Service Journal for this work.

Outstanding Practice

The practice was proactively ensuring access to comprehensive care, treatment and support for underserved individuals such as the homeless, asylum seekers, the travelling community and sex workers. They had recently won an award from the Health Service Journal for this work.

The judges said of Open Door: *"the wider system can learn a lot from this team about how to deliver a remarkable service for a group of people seldom heard and more often than not underserved."*

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

This inspection was under taken by a CQC Deputy Chief inspector.

Background to Open Door Health Limited

Open Door Health Ltd Medical Centre is located in Grimsby at:

Albion Street

DN32 7DL

01472 722000

Practice opening hours:

Monday 8.00 am - 6.30 pm

Tuesday 8.00 am - 6.30 pm

Wednesday 8.00 am - 6.30 pm

Thursday 8.00 am - 7.00 pm

Friday 8.00 am - 6.30 pm

The provider is part of Care Plus Group (North East Lincolnshire) Ltd a provider of health and social care services predominately in North East Lincolnshire. 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.

The practice offers services from the one main practice.

The practice is situated within the NHS North East Lincolnshire Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 2063. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices (Primary Care Network) called Meridian Health Group. The total population across the network is approximately 37,000.

As well as providing standard GP practice services, Open Door also provides extensive wraparound support to underserved individuals such as homeless individuals, people with substance misuse problems, asylum seekers, sex workers and the traveller community. The practice also holds the Special Allocation Scheme for North East Lincolnshire. Open Door uses community outreach and innovative service delivery to reach the underserved communities to offer equitable access to all.

The service is a nurse led service and employs the equivalent of 0.66 whole time equivalent (wte) GP locums. In addition, the practice employs, two advanced nurse practitioner equivalents, two practice nurses, two social advice officers, one sexual health outreach worker, one care coordinator, two receptionists, three health care assistants, one head of service (who is also the chief nurse) and , a general manager. The practice also accommodates drug and alcohol services, benefits officer, mental health worker and a finance officer from the council.

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.

According to the latest available data, the ethnic make-up of the practice area is 96.6% white, 1.6% Asian, 1% mixed, 0.4% Black, 0.5% other.

Extended access is provided locally where late evening and weekend appointments are available. There is a Single Point of Access for a wide range of wellbeing support that North East Lincolnshire has to offer; from Out of Hours GPs and Mental Health services to wellbeing advice and social work support.