

Gilberdyke Health Centre

Inspection report

The Health Centre
Thornton Dam Lane, Gilberdyke
Brough
HU15 2UL
Tel: 01430440225
www.gilberdykehealthcentre.co.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?

Requires Improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Gilberdyke Health Centre on 1st – 3rd November 2022. Overall, the practice is rated as requires improvement.

Safe - Requires improvement

Effective - Good

Caring – Not inspected, rating of good carried forward from previous inspection

Responsive – Not inspected, rating of good carried forward from previous inspection

Well-led - Good

Following our previous inspection on 27th January 2017, the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

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.

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:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

Overall summary

- Patients could access care and treatment in a timely way.
- Staff felt well supported by managers and leaders.
- There was a clear leadership development programme in place which included a succession plan.
- The practice did not have a fully embedded system for safeguarding patients.
- There was not a robust system in place for managing newly registered patients
- There was not an embedded system in place for managing safety alerts.

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

- Continue fully embedding the recently introduced systems for safeguarding patients.
- Monitor and evaluate the updated system in place for managing newly registered patients
- Embed the system for dealing with and managing safety alerts.
- Complete the work identified by their own audit to address the issues linked to the previous use of a remote pharmacy 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 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 Gilberdyke Health Centre

Gilberdyke Health Centre in Gilberdyke, Brough.

Gilberdyke Health Centre

The Health Centre

Thornton Dam Lane

Gilberdyke

Brough

HU15 2UL

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.

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 6,000. This is part of a contract held with NHS England.

The practice scores 9 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 a greater need for health services.

There is a team of 5 GP partners (3 female and 2 male) and 1 registrar (Female), a registrar is a qualified doctor who is training to become a GP. The practice has a team of 3 nurses and 1 healthcare assistant. Supporting the clinical members of staff there is a practice manager, assistant practice manager and team of administration and dispensary staff.

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.

Enhanced access is provided, where late evening and weekend appointments are available, enhanced access is provided locally under a separate contract. Out of hours services are provided by NHS 111.

The practice is part of a wider network of GP practices known as Cygnet Primary Care Network (PCN). Four other practices are part of the Cygnet PCN.