

# Park Health Care Centre

## Inspection report

700 Holderness Road  
Hull  
HU9 3JA  
Tel: 01482335234  
[www.deltahealthcare.co.uk](http://www.deltahealthcare.co.uk)

Date of inspection visit: 08 December 2021  
Date of publication: 27/01/2022

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 safe?		Good	
Are services effective?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at Park Health Care Centre (also known as DELTA Healthcare) on 06 and 08 December. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well Led - Good

Following our previous inspection on 07 August 2019, the practice was rated Requires Improvement overall and for the key questions of safe and effective but rated Good for caring, responsive, and well led.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park Health Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a follow-up inspection to follow up on:

- Safe and effective care
- Recommendations made at the last inspection, including:
  - Improving the monitoring of blank prescriptions in the practice
  - Improving the monitoring of patients receiving high risk medicines
  - Improving the process for recruitment
  - Ensuring staff receive safeguarding training appropriate to their level of responsibility
  - Ensuring all staff received training appropriate training to the level and skill that is required to perform their role
  - Improving the process for responding to complaints
  - Improving the monitoring of safety alerts
  - Continuing to monitor and improve care and treatment for patients as planned and provide regular reviews and assessment of needs in line with evidence-based guidance

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

# Overall summary

## 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 have rated this practice as Good overall

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, although there were some areas which could be improved.

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

- Add more detail to the documentation of significant events so that it is clear what action has been taken, by whom, and when.
- Document clinical reasoning more thoroughly in the patient notes so it is clear what courses of treatment are being given to each patient and the reason why patient treatment may deviate from recommendations (for example, clearly stating why patients have not had recommended blood tests).
- Ensure documentation around staff training is complete so any gaps can be addressed.
- Consider an audit of patient reasons for non-attendance for cervical screening and immunisation in order to continue to improve these rates.

**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 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 Park Health Care Centre

Park Health Care Centre (also known as DELTA Healthcare) is located in Hull at:

700 Holderness Road,

Hull,

North Humberside,

HU9 3JA

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 is situated within the Hull Clinical Commissioning Group (CCG) and provides services to about 2900 patients under the terms of a General Medical Services (GMS) contract. This is part of a contract held with NHS England.

The provider is a single-handed male GP who registered with the CQC in 2018. The practice employs a locum GP when required. The practice employs two part-time practice nurses, a health care assistant, a practice manager and several administration staff. The practice is part of a local primary care network.

There are higher than average number of patients over the age of 65, in common with the characteristics of the Northern City area, and fewer patients under the age of 18 than the national average. The National General Practice Profile states that 97% of the practice population is from a White background, 30% of the patient list were Polish or from a Polish background. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

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 telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally by Hull Collaborative GP Extended Access Service, also known as Access+, where late evening and weekend appointments are available.