

Cottingham Clinic

Inspection report

168 King Street
Cottingham
North Humberside
HU16 5QJ
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Cottingham Clinic on 12 April 2019 as part of our inspection programme.

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 and good for all population groups.

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

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Review and improve the feedback mechanism for sharing lessons learned.
- Review and improve the induction process to ensure new staff are aware of all required information.
- Review and improve the process for identification of carers to enable this group of patients to access the care and support they need.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Cottingham Clinic (also known as Hallgate Surgery)

Cottingham Clinic is located at 168 King Street, Cottingham, North Humberside HU16 5QJ. The surgery has good transport links and there is a pharmacy located nearby.

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

Cottingham Clinic is situated within the East Riding of Yorkshire Clinical Commissioning Group (CCG) and provides services to 3095 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is Humber NHS Foundation Trust who registered the practice with the CQC in January 2018. There are three salaried GPs, one female and two male and all work part time. There is a trainee nurse practitioner, one practice nurse, a health care assistant and a pharmacist, all part time and all female. The practice was due to interview for a senior practice nurse. There are two practice managers, one full time and one part time and a team of administration/reception staff and secretaries. The practice nurse, trainee nurse practitioner, administrative staff and full-time practice manager also work at the other trust practice in Cottingham and the practice team are supported by the Foundation Trust Primary Care Service Manager. The Practice is now part of the newly established Harthill Primary Care Network.

The percentage of the practice population in the 65 and over age groups is above the local CCG and England average. The percentage of the practice population in the under 18 age groups is slightly below the local CCG and England average. Approximately 30% of the practice population are over the age of 65. The National General Practice Profile states that 96% of the practice population is from a White background. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 compared to the local CCG average of 79.5 and England average of 79.2. Female life expectancy is 83 compared to the local CCG average of 83.1 and England average of 83.2.