

Anlaby Surgery

Inspection report

Haltemprice Leisure Centre, Springfield Way
Anlaby
Hull
HU10 6QJ
Tel: 01482658918
www.anlabysurgery.co.uk

Date of inspection visit: 28 June 2023
Date of publication: 28/07/2023

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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced focused inspection at Anlaby Surgery between 26 – 28 June 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Not inspected, rating of Good carried over from previous inspection

Responsive - Good

Well-led – Good

Following our previous inspection on 22 July 2022, the practice was rated requires improvement overall and for safe, effective and well-led. The practice was rated as good for caring and responsive.

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

Why we carried out this inspection

We carried out this inspection to follow up a breach of regulation from the previous inspection in July 2022 in line with our inspection priorities. We followed up on a previous breach relating to good governance.

How we carried out the inspection

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.
- Staff questionnaires.

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.

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had significantly improved their governance around safeguarding systems and processes.
- Patients received effective care and treatment that met their needs.
- The practice had made significant improvements monitoring and reviewing patients prescribed direct oral anticoagulant (DOAC) medicine.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had an efficient and effective appointments system which meant patients could easily access care and treatment in a timely way that was convenient for them.
- Results from the National GP Patient Survey were significantly higher for the practice than national and local averages in regard to how easy it was to speak to someone at the practice and about making an appointment.
- Governance structures were fully embedded. The provider had a wider oversight of the running of the practice as a result.
- 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**:

- Ensure that all staff complete their mandatory training as planned
- Formally monitor the competence of non-medical prescribers
- Continue to develop systems for reviewing medicines alerts
- Ensure all staff have an awareness of the Freedom to Speak Up Guardian
- Engage with their practice population and form a Patient Participation Group

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 Health 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 Anlaby Surgery

Anlaby Surgery is located in Anlaby, Hull at:

Anlaby Surgery

Haltemprice Leisure Centre

Springfield Way

Anlaby

Hull

HU10 6QJ

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 East Riding of Yorkshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) contract to a patient population of 4,000. 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 greater need for health services.

The practice has 1 GP partner (male) and 1 salaried GP (female). A team including 1 advanced nurse practitioner (F), 2 practice nurses (F) and 2 health care assistants (F) are employed by the practice. The GPs and nurses are supported by 2 practice managers and admin and reception staff.

Practice opening hours are from 08.00 to 18.00 Monday to Friday. Appointments are available from 08.00 to 18.00 Monday to Friday. The practice offers appointments on a Monday evening between 18.30 to 20.00 through the extended access scheme. The practice offers a range of appointments, telephone consultation, video consultation and face to face appointments. When the practice is closed, patients can access out of hour's services by telephoning NHS 111.

The practice is part of a wider network of GP practices known as Harthill Primary Care Network (PCN). Harthill PCN includes 6 other practices.