

Park View Surgery

Inspection report

87 Beverley Road
Hessle
Humberside
HU13 9AJ
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<https://parkviewsurgery-hessle.co.uk>

Date of inspection visit: 29 July 2019
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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?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Park View Surgery on 29 July 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 rated the practice requires improvement for well led.

We saw that improvements had been made to address issues with staffing levels, patient and staff involvement and culture and there was an action plan to address areas still requiring improvements, however, the changes were not yet fully embedded.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. However, we found that some improvements were needed to the arrangements for emergency medicines.
- There had been a significant turnover of nursing staff in the three months prior to the inspection.

- 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. However, we found that changes implemented and proposed were not yet fully embedded into practice.

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

- Review and improve the approach for investigation of incidents.
- Review and improve the arrangements for choice and storage of emergency medicines.
- Review and improve the process for clinical audits.
- Review and improve mechanisms for staff involvement and decision making.
- Review and improve the staff establishment.

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

The inspection team consisted of a CQC Lead Inspector, a second CQC Inspector and a GP Specialist Advisor.

Background to Park View Surgery

Park View Surgery is located at 87 Beverley Road, Hessle, Humberside HU13 9AJ. 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, surgical procedures and treatment of disease, disorder or injury.

Park View Surgery is situated within the East Riding of Yorkshire Clinical Commissioning Group (CCG) and provides services to 4559 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has one male GP who works full time. There are three long term locums, two male and one female. There is one practice nurse and one health care assistant, all female and all work part time. There is a Practice Director/Lead Nurse, a practice manager and a team of administration/reception and secretarial staff. The

practice manager is currently on long term sick leave. The practice has recently had a very high turnover of nursing and administration/reception staff and is trying to recruit new staff to stabilise the practice team.

The proportion of the practice population in 65 to 84-year age group is similar to the local CCG and higher than the England average and in the 85+ year age group is similar to the local CCG and England average. The proportion of the practice population in the under 18 years age group is similar to the local CCG and England average. The National General Practice Profile states that 97% of the practice population is from a White background, 1.7% from Asian and 1.3% from Mixed race, Black and other race backgrounds. 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 80.4 years compared to the local CCG average of 79.5 and England average of 79.2. Female life expectancy is 81.3 compared to the local CCG average of 83.1 and England average of 83.2.