

City Health Practice Limited - Bransholme

Inspection report

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Date of inspection visit: 21 August 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?

Good 

Overall summary

We carried out an announced comprehensive inspection at City Health Practice Limited - Bransholme on 21 August 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-centre care.

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

- Review and improve the accessibility and suitability of the emergency medicines kept in the practice.
- Review and improve the process for obtaining references for new staff.
- Review and improve the process for completion of complaints and response letters.
- Review and improve the process for monitoring and completion of action plans.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCP

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. The team included a GP specialist advisor and a second CQC inspector.

Background to City Health Practice Limited - Bransholme

City Health Practice Limited - Bransholme is located at Bransholme South Health Centre, Goodhart Road, Bransholme, Hull North Humberside HU7 4DW. 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.

City Health Practice Limited - Bransholme is situated within the NHS Hull Clinical Commissioning Group (CCG) and provides services to 3312 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, City Health Practice Limited is a subsidiary of City Health Care Partnership, who registered with the CQC in December 2017. City Health Care Partnership CIC is an independent "for better profit" co-owned business

responsible for providing community health and integrated social care services to the population of Hull. The practice employs one female salaried GP and two regular male locum GPs. There are two practice nurses, a health care assistant and a phlebotomist. There is a practice manager and a team of secretarial, reception and administration staff. The practice works with two other practices as part of the City Health Practice Limited partnership.

The percentage of the practice population in the 75 and over age groups is below the local CCG and England average. The percentage of the practice population in the 5 to 17 age group is above the local CCG and England average. The National General Practice Profile states that 98% 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 one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.