

Park Health Care Centre

Inspection report

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Hull
North Humberside
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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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This service is rated as requires improvement overall

Are services safe? – Requires improvement

Are services effective? – Requires improvement

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at DELTA Healthcare at Park Health Care Centre, on 7 August 2019 as part of our inspection programme. This was the first inspection of the practice since the provider registered with the Commission in 2018.

The service is rated as requires improvement overall.

We rated the key questions as good with the exception of the safe and effective domains which we rated as requires improvement. Consequently, we rated all the population groups as requires improvement as the measures the practice had put in place were in their infancy and could not yet demonstrate the impact of any action taken. Therefore the requires improvement rating has impact on all the population groups and so we have rated all population groups as requires improvement.

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 found that:

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm.
- The building was well maintained and clean

- The practice did not have appropriate systems in place for the monitoring of patients receiving high risk medicines.
- Some performance data was significantly below local and national averages. The practice was aware of this and had put measures in place to address this.
- 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 monitoring of blank prescriptions in the practice.
- Improve the monitoring of patients receiving high risk medicines
- Improve the process for recruitment.
- Ensure staff receive safeguarding training appropriate to their level of responsibility.
- Ensure all staff received training appropriate training to the level and skill that is required to perform their role.
- Improve the process for responding to complaints.
- Improve the monitoring of safety alerts.
- Continue 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

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a second inspector and an inspection manager.

Background to Park Health Care Centre

DELTA Healthcare at Park Health Care Centre is located Hull North Humberside. 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 and treatment of disease, disorder or injury.

DELTA Healthcare is situated within the Hull Clinical Commissioning Group (CCG) and provides services to 2440 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 provider is a single-handed male GP who registered with the CQC in 14 August 2019. The practice employs a

locum GP when required. The practice employs one practice nurse working 34 hours per week, a health care assistant who works three hours per week, 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 population 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.