

Whitby Health Partnership

Inspection report

114 Chester Road
Whitby
Ellesmere Port
CH65 6TG
Tel: 01513556144

Date of inspection visit: 21 July 2022
Date of publication: 31/08/2022

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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out a short-notice announced inspection at Whitby Health Partnership on 21 July 2022. We did not award a rating as we did not inspect the whole of the domain.

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

Why we carried out this inspection

This was a focused inspection following information of concern being received by the Care Quality Commission. We looked at specific information in the following key question:

- Safe

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews
- Requesting evidence from the provider
- A short site visit

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.

We found that:

- There was a system in place to enable patients to be assessed by the correct clinician and to identify if a patients presenting symptoms needed to be prioritised.
- There was a system in place to manage incoming correspondence and to process this so that the appropriate action was taken.
- The practice had a process for the management of information about changes to a patient's medicines including changes made by other services.

Overall summary

- Due to unplanned staff absences there was a backlog of correspondence to be processed. This had been triaged and prioritised. The provider was addressing and monitoring this backlog.
- An informal system was in place to check that non-clinical staff were processing incoming correspondence correctly.

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

- Demonstrate they are undertaking regular, documented audits of the management of incoming correspondence to show the systems in place are working safely and effectively.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and a second CQC inspector who undertook a site visit.

Background to Whitby Health Partnership

Whitby Health Partnership is located in Ellesmere Port at:

114 Chester Road

Whitby

Ellesmere Port

Merseyside

CH65 6TG

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures. We identified that currently there is no registered manager and that the partnership details are incorrect. This was brought to the attention of the provider to be addressed without delay.

The practice is situated within NHS Cheshire and delivers General Medical Services (GMS) to a patient population of about 15,995. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.6% White, 1.2% Asian, 0.8% Mixed, 0.2% Black and 0.1% Other.

There is a team of nine GP partners and four salaried GPs. The practice has a team of seven nurses including advanced nurse practitioners, practice nurses and health care assistants. There are two clinical pharmacists, a care co-ordinator, psychotherapist and a GP assistant. The service is supported by a team of reception/administration staff. The practice manager, assistant practice manager, office manager and deputy office manager provide managerial oversight. The service is also a GP training practice.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, advance appointments, E-Consult, face to face, telephone consultations and home visits.

Out of hours services are accessed by calling NHS 111.