

# Peeler House

## Inspection report

Peeler House  
Ferriby Road  
Hessle  
North Humberside  
HU13 0RG  
Tel: 01482 646581  
[www.peelerhousesurgery.nhs.uk](http://www.peelerhousesurgery.nhs.uk)

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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 Peeler House Surgery on 19 December 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 feedback mechanism for audits and quality assurance exercises.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Review and improve the analysis of complaints.
- Review and improve the information sharing mechanisms with the Patient Participation Group.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## 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 Peeler House

Peeler House Surgery is located at 1 Ferriby Road, Hessle North Humberside HU13 0RG. The surgery has good transport links and there is a pharmacy located nearby.

The provider is Humber NHS Foundation Trust who registered the practice with the CQC in January 2018. The provider is registered to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury at the practice.

Peeler House Surgery is situated within the East Riding of Yorkshire Clinical Commissioning Group (CCG) and provides services to 2708 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.

There are two salaried GPs and two regular locum GPs, three female and one male and all work part time. There is a part-time practice nurse, a practice nurse who does a cervical smear clinic once every two weeks and a phlebotomist that is currently undertaking training to be

a health care assistant. There is a practice manager a team of administration/reception staff and a secretary. The practice team are supported by the Foundation Trust Head of Primary Care. The practice is not currently part of any wider network of GP practices.

The percentage of the practice population in the 65 and over age groups is below the local CCG average and similar to the England average. The percentage of the practice population in the under 18 age groups is similar to the local CCG and England average. The majority of the practice population is below the age of 65, 2241 out of 2708. The National General Practice Profile states that 97% 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 six, 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 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.