

Healing Health Centre

Overall: **Good**

Wisteria Drive, Healing, Grimsby, South Humberside, DN41 7JB (01472) 280221

Provided and run by: [Healing Partnership](#)

Report from 19 March 2026 assessment

Ratings

• Overall	<u>Good</u>
• Safe	<u>Good</u>
• Effective	<u>Good</u>
• Caring	<u>Good</u>
• Responsive	<u>Good</u>
• Well-led	<u>Good</u>

Our view of the service

Date of Assessment: 2 April 2026. Healing Health Centre is a GP practice and delivers services to approximately 2369 people under a contract held with NHS England.

According to the latest available data, the ethnic make-up of the service area is approximately 97.03% White, 1.2% Asian, 0.8% Mixed, 0.95% Black and 0.2% Other.

Information published by the Office for Health Improvement and Disparities shows deprivation within the service population group is in the 9th decile (9 of 10). The lower the decile, the more deprived the service population is relative to others.

This was a focused assessment. We undertook this assessment due to the length of time since our last assessment. We assessed 10 quality statements from across all 5 key questions. This assessment considered the demographics of the people using

the service, the context the service was working within and how this impacted service delivery. Where relevant, further commentary is provided in the quality statements section of this report.

Staff kept facilities clean and maintained equipment appropriately to ensure people were kept safe. They assessed and managed the risk of infection and took steps to control the risk of it spreading. There were enough staff with the right skills, qualifications and experience. Staff supported people to live healthier lives, monitoring their care and treatment to ensure they received positive and consistent outcomes. Staff treated people with kindness, empathy and compassion, and respected their privacy and dignity. People could access care, treatment and support when they needed it. Leaders and staff were alert to discrimination and inequality that could disadvantage groups of people who used the service and sought ways to address any barriers. The service had a clear vision and strategy, which considered the needs of the people who used their service and the wider community. Staff understood their individual roles and responsibilities. Leaders accounted for the actions, behaviours and performance of staff through clear and effective governance processes. We identified some shortfalls in health and safety, recruitment and infection prevention and control however, the provider took immediate action to address these shortfalls and implemented improved procedures to enable improved monitoring and ensure ongoing compliance.

People's experience of this service

As part of our assessment, we reviewed feedback from people who used the service to understand their views and experience of the service. This included speaking with people using the service at the time of our assessment and reviewing other feedback available to us. People were positive about the quality of their care and treatment. They described how staff treated them with kindness and compassion and respected their privacy. Most people told us access to the practice was good and they could get appointments as required to meet their needs. This was mirrored in the results of recent surveys, including the 2025 National GP Patient Survey, which showed most people were satisfied. There was an active patient

participation group (PPG) who represented the views of people using the service. A representative from the PPG described how leaders made positive changes because of feedback. They said staff were knowledgeable and friendly and took a flexible and holistic approach to patient care.