

# The Arrival Practice

## Inspection report

Endurance House  
Clarence Street  
Stockton-on-tees  
TS18 2EP  
Tel: 01642615415

Date of inspection visit: 21 June 2022  
Date of publication: 15/07/2022

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

Good 

Are services safe?

Requires Improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Outstanding 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at the Arrival Practice on 16 – 21 June. Overall, the practice is rated as good.

The ratings for the key questions are as follows:

Safe – Requires Improvement

Effective - Good

Caring - Good

Responsive - Outstanding

Well-led - Good

Following our previous inspection on 1 June 2016, the practice was rated Good for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Arrival Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection**

This inspection was a comprehensive inspection following changes in regulatory history.

## **How we carried out the inspection/review**

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 using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- 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

# Overall summary

- information from the provider, patients, the public and other organisations.

## **We have rated this practice as Good overall**

We found that:

- The practice provided care in a way that generally kept patients safe and protected them from avoidable harm, however we identified some issues during the inspection that required action.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The provider had built very strong relationships with local services to integrate their patients from asylum seeker and refugee background into the local community.
- The practice had an excellent working relationship with interpreters so that if needed an interpreter could be provided on demand or would be pre-booked for a patient when attending an appointment.
- The provider worked with patients and interpreters to create a cookbook with recipes from around the world with aim of breaking down barriers within the community.
- The provider worked closely with other services to look after the carers registered at the practice.
- The practice invested in technology called Accurx which worked alongside Google Translate so that patients received text messages about their appointments and other information in their native language.
- The practice has achieved a significantly higher satisfaction than the England average for how easy it was to get through to someone at their GP practice and to make an appointment.
- They had also achieved significantly higher results than the local CCG and England average for the overall experience of making an appointment and with their GP practice appointment times.
- The practice received praise from a national housing company who provide housing for asylum seekers and refugees, thanking them for the support they provided for this patient group throughout the pandemic
- Stockton-on-Tees Borough Council wrote to the practice to thank them for their support with the Afghan Relocation Scheme and the Homes for Ukraine Scheme. They praised the care provided as excellent and that all the families are very happy with the levels of service being provided.
- 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**:

- Maintain the action plan put in place to ensure safeguarding systems, processes and practices are implemented and communicated to staff.
- Monitor the competence of its non-medical prescribers
- Maintain the action plan put in place for structured medication reviews
- Ensure appropriate emergency medication is held and have a system in place to monitor stock level and expiry dates

**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 who spoke with staff using video conferencing facilities and undertook a site visit alongside another CQC inspector. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to The Arrival Practice

The Arrival Practice is located in Stockton at:

The Arrival Practice

Endurance House

Clarence Street

Stockton-on-Tees

TS18 2EP

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 and surgical procedures.

The practice is situated within The Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) contract to a patient population of about 2900. This is part of a contract held with NHS England. The practice scores one on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. 56% of the practice population is made up of either asylum seekers or refugees.

The practice has two GP partners one male and one female, also a salaried GP (female). A team including nurse practitioners, practice nurse and specialist nurse are employed by the practice. The GPs and nurses are supported at the practice by a team of reception staff including a practice manager and a deputy manager. The staff did not solely work at this practice but split their time at another local practice which is a different registered provider.

Practice opening hours are from 08.30 – 18.00 Monday to Friday. Appointments are available from 09.00 – 17.30 Monday to Friday. The practice offers a range of appointments, telephone consultation, video consultation and face to face appointments. When the practice is closed, patients can access out of hour's services by telephoning NHS 111.

The practice is part of a wider network of GP practices known as Stockton Primary Care Network (PCN). Stockton PCN includes six other practices.