

Newgate Medical Group

Inspection report

Newgate Street
Worksop
S80 1HP
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www.newgatemedicalgroup.co.uk

Date of inspection visit: 01 and 03 August 2022
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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 to people's needs?		Requires Improvement	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Newgate Medical Group between 1 and 3 August 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - requires improvement

Well-led - good

At the focused inspection on 24 July 2019, the practice was rated requires improvement overall and for the effective and well-led key questions, and rated good for the responsive key question. We did not inspect the safe and caring key questions during that inspection.

Following our previous inspection on 14 and 16 September 2021, the practice was rated requires improvement overall and for the safe, effective and responsive key questions and rated good for the caring and well-led key questions.

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

Why we carried out this inspection

We carried out this comprehensive inspection to follow up the breach of regulation from the previous inspection.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A 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 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 recognised the importance of their Patient Participation Group and acted on their suggestions.
- The practice had a complaints policy and was open, honest and transparent when dealing with concerns and complaints.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. We found the previous areas of concern had mostly been addressed and systems had improved.

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

- Take further steps to improve telephone access to the practice for patients.
- Apply to add the regulated activity of maternity and midwifery services to their registration with the CQC. (The provider submitted an application on 3 August 2022 which awaits processing.)
- Continue to monitor and regularly review the validity of Patient Group Directions.
- Continue to encourage patient uptake in cervical cancer screening and childhood immunisations.
- Continue to closely monitor and review the processes for managing patient correspondence.
- Fully implement the renewal programme for the existing premises.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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. 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, and an additional CQC inspector who undertook a site visit.

Background to Newgate Medical Group

Newgate Medical Group is located in Worksop at:

Newgate Street,
Worksop,
Nottinghamshire,
S80 1HP

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures; family planning services; surgical procedures; and treatment of disease, disorder or injury.

The practice is situated within the Nottingham & Nottinghamshire Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 30,203. This is part of a contract held with NHS England.

The practice is the sole practice within the Newgate primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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% White; 1.3% Asian; 0.5% Black; 1.0% Mixed; 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 10 GPs, nine nurses, three clinical practitioners, one first contact physiotherapist, four pharmacists, five healthcare assistants, a social prescribing link worker, Diabetic specialist nurse and a mental health wellbeing practitioner. The reception and administration teams provide administrative support, with the practice management, operations management and human resources teams providing managerial oversight.

The practice is open between 8.30am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice provides an extended access service, where late evening and weekend appointments are available. Out of hours services are provided by Bassetlaw Hospital.