

Dilston Medical Centre

Inspection report

23 Dilston Road
Newcastle Upon Tyne
Tyne and Wear
NE4 5AB
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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 effective?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dilston Medical Practice on 4 June 2019. The overall rating for the practice was good, but was rated as requires improvement for the population group Families, Children and Young People. The full comprehensive report on the June 2019 inspection can be found by selecting the 'all reports' link for Dilston Medical practice on our website at .

This inspection was a desk-based review carried out on 16 July 2020 to confirm that the practice were improving children's uptake of immunisations and vaccinations identified in our previous inspection on 4 June 2019. This report covers our findings in relation to those requirements.

The practice remains rated as Good overall and continues to be rated Requires Improvement for the population group Families, Children and Young People.

Our key findings were as follows:

- The practice had improved their uptake of childhood immunisations and vaccinations but had not quite met the target of 90%.
- The practice had devised various strategies to continue to improve uptake of immunisations and vaccinations including a media campaign, a text-based reminder service and employing interpreters to support people who did not use English as their first language.

The provider **should**:

- Continue to work towards achieving a larger uptake of childhood immunisations and vaccinations.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Population group ratings

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

Our inspection team

This inspection was carried out by a CQC inspector.

Background to Dilston Medical Centre

The Care Quality Commission (CQC) registered Dilston Medical Centre to provide primary care services.

The practice provides services to around 9,350 patients from one location.

- 23 Dilston Road, Newcastle Upon Tyne, Tyne and Wear, NE4 5AB

Dilston Medical Centre provides care and treatment to patients of all ages, based on a General Medical Services (GMS) contract agreement for general practice. The practice is part of the NHS Newcastle Gateshead clinical commissioning group (CCG). The practice has two GP partners (both male). They also have a salaried GP (female), a practice manager, an assistant practice manager, a nurse practitioner (female), one nurse (female), healthcare assistant (female) and staff who undertake reception and administrative duties.

NHS 111 service and Vocare Limited (known locally as Northern Doctors Urgent Care) provide the service for patients requiring urgent medical care out of hours.

Information from Public Health England placed the area in which the practice is located in the second most

deprived decile. In general, people living in more deprived areas tend to have a greater need for health

services. Average male life expectancy at the practice is 75 years, compared to the national average of 79.2 years. Average female life expectancy at the practice is 80.3 years, compared to the national average of 83.2 years. 53.2% of the practice population were white, 2.7% were mixed race, 34.6% were Asian, 5% were black and 4.5% were other races.

Overall summary