

# Glendale Surgery

## Inspection report

Cheviot Primary Care Centre  
Padgepool Place  
Wooler  
NE71 6BL  
Tel: 01688281740  
[www.glendalesurgery.nhs.uk](http://www.glendalesurgery.nhs.uk)

Date of inspection visit: 28 April 3 may  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Glendale Surgery 28 April and 3 May 2022. Overall, the practice is rated as Good

The ratings for each key question are:

Safe - Good

Effective – Good

Caring - Good

Responsive - Good

Well-led – Good

The full reports for inspections carried out under the previous provider can be found by selecting the ‘all reports’ link for Glendale Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This practice had been registered by a new provider. This was therefore the first rated inspection of the service under this provider.

## How we carried out the inspection

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 and questionnaires.
- 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 had ensured that people were given a range of access options and were able to see a GP or practice nurse ‘face to face’ if appropriate. The latest patient survey indicated the practice had performed well above local and national averages for access to appointments.
- The way the practice was led and managed promoted the delivery of person-centred care.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.

## **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. 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 Glendale Surgery

Glendale Surgery is located at:

Padgepool Place

Wooler

NE71 6BL

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 NHS Northumberland Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 2,300. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is a member of a primary care network (PCN). There are 10 practices in the PCN serving a population of over 77500 people.

Information published by Public Health England reported below average deprivation within the practice population group. Over 800 patients were older people, over 1,100 were classed as working age adults and over 300 were younger people. The practice population had a higher prevalence for hypertension than the national average and a slightly higher prevalence for chronic obstructive pulmonary disease.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, more face to face appointments were being offered.

Extended access and out of hours services were provided locally by a different provider where late evening and weekend appointments were available.