

# Coxhoe Medical Practice

## Inspection report

1 Lansdowne Road  
Coxhoe  
Durham  
DH6 4DH  
Tel: 01913770340  
[www.coxhoemedicalpractice.co.uk](http://www.coxhoemedicalpractice.co.uk)

Date of inspection visit: 17-18 May 2022  
Date of publication: 11/07/2022

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?

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 Coxhoe Medical Practice on 17-18 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 previous inspections can be found by selecting the 'all reports' link for Coxhoe Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk). However, this was a first inspection.

## Why we carried out this inspection

This inspection was a comprehensive inspection due to the new provider of services at this location not having been inspected previously.

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

# Overall summary

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

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider **should:**

- Continue to reduce the number of yet to be summarised patient records and monitor this against their recovery plan through to completion.

**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. 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. A CQC inspection manager conducted a short site visit to the registered location, during which they reviewed records, looked at the environment and spoke with management and staff.

## Background to Coxhoe Medical Practice

Coxhoe Medical Practice is located in Coxhoe at:

Coxhoe Medical Practice

1 Lansdowne Road

Coxhoe

Durham

County Durham

DH6 4DH

Coxhoe Medical Practice was taken over by their parent organisation in September 2019, Cestria Health Centre. Clinicians and staff can work across both these sites as part of multi-disciplinary working. There is parking available at the practice premises. The practice is located in a purpose-built property and has accessible facilities. Consulting and treatment rooms are on the ground floor. The practice provides services under a Personal Medical Services (PMS) contract with NHS County Durham CCG to the practice population of approximately 6,900 people, covering patients of all ages. The parent practice Cestria Health Centre has approx. 12,700 patient and so the provider provides health care and support for a total of approx. 19,600 people.

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

The proportion of the practice population in the 65 years and over age group is slightly lower than the CCG average but higher than the England average. The practice population in the under 18 years age group is slightly lower than the CCG and England average for males. The practice scored six 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.

In September 2019 the practice became part of the Cestria Health Centre provider. The practice has a diverse range of clinicians supported by a senior leadership team (SLT) and a practice manager and a site lead that is responsible for the day to day management of the site and service delivery.

All management, staff and clinicians can work across both practice sites as cross-functional team working. The cross-functional team consist of eight GP partners (three male and five female), five Nurse practitioners, four nurses, four health care assistants, one phlebotomist, two pharmacists and care co-ordinators and a central administration team. The provider is part of the Durham East primary care network (PCN).

All practice sites are open between 8am to 6pm Monday to Friday with late night appointments available on a Thursday until 7.30pm. The practice, along with all other practices in the Durham CCG area have a contractual agreement for the Out of Hours to be provided by 111 from 6.30pm to 8am Monday to Friday.