

# Wynyard Medical Centre

## Inspection report

Wynyard Road  
Hartlepool  
TS25 3DQ  
Tel:

Date of inspection visit: 10 December 2021  
Date of publication: 10/01/2022

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an unannounced at Wynyard Medical Centre on 10 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

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

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

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

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

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with the practice manager and a GP partner.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.

**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

The team included a CQC inspector.

## Background to Wynyard Medical Centre

Wynyard Medical Centre is located in Hartlepool at:

Wynyard Road

Hartlepool

TS25 3DQ

The practice has a branch surgery at:

Hartfields Medical Centre

Hartfields Extra Care Village

Hartfields Manor

Hartlepool

TS26 0US

The Hartfields branch surgery has been temporarily closed since March 2020 and there is currently a period of extended patient and stakeholder engagement in place to consider the permanent closure of the site.

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

The practice offers services from both a main practice and a branch surgery, although the branch site is currently closed.

The practice is situated within the Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services and Alternative Provider Medical Services to a patient population of about 6,757. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices 'Hartlepool Health' Primary Care Network, which delivers care to approximately 31,300 patients in the locality.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 0.9% Asian, 98.3% White, 0.1% Black, 0.7% Mixed, and 0.1% Other.

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

Wynyard Medical Practice is a registered location of the McKenzie Group Practice (the provider) who provide GP services to patients from six premises within the town (some are registered locations; some are branch sites of registered locations).

Across the whole provision of the McKenzie Group, there is a team of nine GPs who provide cover at all of the practices. The provider has a team of 12 nurse practitioners who provide clinics at the main sites and the branch locations. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight at all the practices.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If a GP needs to see a patient face-to-face then the patient is invited into the surgery.

Extended access is provided locally by Hartlepool and Stockton Health federation (HaSH), where late evening and weekend appointments are available. Out of hours services are provided by integrated urgent care services in conjunction with HaSH, via NHS111.