

The New City Medical Group

Inspection report

The New City Medical Centre
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The New City Medical Group on 28 February 2019. This was as part of our inspection programme, and to follow up on breaches of regulations.

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.

At the previous comprehensive inspection on 13 September 2016, the practice was rated overall good, but requires improvement for the 'effective' key question, with one breach of regulation concerning staff training. This led to a follow up inspection of the effective key question on 21 November 2017. Although some improvements had been made the practice was still found to have a breach concerning staff training, and was still rated requires improvement for the effective key question. A further follow up inspection of the effective key question on 7 June 2018 found the original breach for staff training largely completed, although the practice had a new breach around monitoring activity for clinical audit and staff training, and needed to work on the practice development plan. Therefore the practice remained as requires improvement for effective, although good overall.

At this inspection, we found that the provider had satisfactorily addressed the areas previously rated as requires improvement.

We have rated this practice as good overall, except for providing safe services, which we rated as requires improvement. The practice was rated as good for all population groups except long term conditions, which was rated as requires improvement.

We rated the practice as requires improvement for providing safe services because:

- The provider had failed to ensure the proper and safe management of medicines; specifically those administered under Patient Specific Directions (PSD's).

We rated the population group of long term conditions as requires improvement because:

- There had been insufficient arrangements for timely recall and review of some long-term conditions patients. Although the practice had identified this, it had caused a delay to some reviews, particularly for housebound patients, and the subsequent catch-up programme was having an effect on nursing availability.

Other findings at this inspection were as follows:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Apart from reviews of long term conditions, patients received effective care and treatment that met their needs.
- Staff involved and treated patients with compassion, kindness, dignity and respect. There was a strong, visible, patient-centred culture, and staff were proud to be able to give multiple examples of helping patients to understand and access timely treatment and support.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The provider was prioritising the development of a clear vision and strategy for how they wanted the practice to develop. They had carefully considered the challenges the practice faced, and were involving staff in the process through planned away days and targeted key areas for improvement.

The areas where the provider **must** make improvements are:

- Ensure healthcare assistants administer medications only under appropriately completed and monitored Patient Specific Directions (PSD's).

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- In addition to carrying out a written annual comprehensive infection control audit, document all regular ongoing checks to produce a clear audit trail.
- Record serial numbers of prescriptions as they are taken out of the box for use to create a full audit trail.
- Continue to explore ways to improve the annual review uptake for mental health patients.

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

Overall summary

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Good 
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

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to The New City Medical Group

The New City Medical Group is located at Tatham Street, Sunderland, SR1 2QB. The provider is registered with CQC to deliver the Regulated Activities of: diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; surgical procedures; and family planning.

The New City Medical Group is situated within the Sunderland Clinical Commissioning Group (CCG) and provides services to just over 5,100 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a sole female GP who employs two male salaried GPs, a nurse practitioner and a health care assistant, supported by a team of administration and management staff.

The practice serves an area where deprivation is significantly higher than the local CCG and England averages. The percentage of people with long-standing health conditions, including mental health problems, is also higher than the England average, as are unemployment levels. Life expectancy is lower than the England average. The practice serves an area where a high proportion of the practice population are relatively transient, lead chaotic lifestyles and may be reluctant to engage with the practice in long term goals such as opioid reduction. There are several hostels within the local area who direct patients to the practice.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The provider had failed to ensure the proper and safe management of medicines; Patient Specific Directions were not correctly filled in with either specific named patients or list of named patients where each patient on the list had been individually assessed by the prescriber. There was no prescriber review of the individual patient before the medicines were administered, or copy stored within the patient's electronic record.