

# Monkseaton Medical Centre

## Inspection report

Cauldwell Avenue  
Whitley Bay  
NE25 9PH  
Tel: 01912521616  
www.monkseatonmedical.nhs.uk

Date of inspection visit: 11 January 2024  
Date of publication: 07/02/2024

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 responsive to people's needs?	Good	

# Overall summary

We carried out an announced focused inspection at Monkseaton Medical Centre on 11th January 2024 . Overall, the practice is rated as Good.

Safe – not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - Good

Well-led - not inspected, rating of good carried forward from previous inspection

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

## Why we carried out this inspection

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

## How we carried out the inspection/review

- This assessment was carried out without a site visit.
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

## 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.

We found that:

- The practice had a streamlined and flexible approach to access.
- The practice demonstrated use of involving patients in changes and improvements relating to access.
- National GP patient survey results relating to access were consistently above national averages.
- The practice consistently reviewed feedback from patients and changed their approach to access to meet the needs of the patient population.

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

# Overall summary

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to Monkseaton Medical Centre

Monkseaton Medical Centre is located in North Tyneside at:

Cauldwell Avenue, Monkseaton, Whitley Bay, Tyne and Wear NE25 9PH

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.

The practice offers services from one site.

The practice is situated within the North Tyneside Integrated Care Board and delivers General Medical Services (GMS) (Personal Medical Services (PMS) a to a patient population of just under 9000. This is part of a contract held with NHS England.

According to the latest available data, the ethnic make-up of the practice area is <3% Asian, 95.8% White, <2% Mixed.

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

The practice has 12 GP's, 2 Nurses, 3 Health Care Assistants and 2 Paramedics. The practice also had an extensive range of other professionals available to support patients.

The practice is open between 08:00 am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and in-advance appointments.

Extended access is provided locally by Tyne Health where late evening appointments are available. Out of hours services are provided by 111.