

Castlegate & Derwent Surgery

Inspection report

Isel Road
Cockermouth
Cumbria
CA13 9HT

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<https://www.castlegateandderwentsurgery.nhs.uk/>

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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 effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- is the practice effective;
- is it responsive;
- is it well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- is the practice safe;
- is it caring?

Both of these key questions are rated good.

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 have rated this practice as good overall and good for all population groups except Families, Children and Young People, which we rated outstanding.

We found that:

- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the population group, families, children and young people as outstanding because:

- The practice had achieved significantly higher than average immunisation rates for a large cohort of children. Childhood immunisation uptake rates were all above the World Health Organisation (WHO) targets.

We saw an area of outstanding practice:

- We saw multiple examples of good communication between the practice and their patients and the benefits this was having. The practice scored highly for immunisation and screening uptake, for example they rated top in the county for abdominal aortic aneurysm screening, and they felt this was due to being able to communicate well with their patients and encourage them to attend. The practice used multiple approaches, such as frequent newsletters, social media and stalls in the local supermarket, to reach their patients.

However, there were some areas where the practice should make improvements:

- Include all staff on the training matrix and make sure all mandatory training is completed within the recommended timeframes;
- Ensure annual appraisals are available to all staff at the practice;
- Take steps to ensure all staff receive the same level of induction when they begin work at the practice.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Outstanding	
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, a practice manager specialist advisor and a CQC evidence review officer.

Background to Castlegate & Derwent Surgery

Castlegate and Derwent Surgery is registered with the Care Quality Commission to provide primary care services. The area covered included the whole of Cockermouth and the surrounding large rural area.

The practice provides services to 17,209 patients from one location:

- Isel Road, Cockermouth, Cumbria, CA13 9HT.

We visited this address as part of the inspection.

Castlegate and Derwent Surgery is based in purpose built premises in Cockermouth. The premises are shared with external services. All reception and consultation rooms are fully accessible. There is on-site parking and disabled parking. Disabled WCs are available and wheelchairs provided for the use visitors to the building when needed.

The practice was formed following a merger of Castlegate and Derwent Surgeries in December 2015. The practice has: seven GP partners and a business partner; a nursing team comprising a nurse lead, three advanced nurse practitioners, a diabetes specialist nurse, two practice nurses, six treatment room nurses (one of whom specialises in treating minor injuries) and a research nurse; five healthcare assistants; a practice manager; an operations manager; a prescribing lead/pharmacy

manager; an office lead; an IT and finance lead; a reception lead; two care coordinators (who work across the integrated care community); and a team of administrative and reception staff.

The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

It is an approved training practice where qualified doctors gain experience in general practice. It is also active in clinical research and patients at the practice are encouraged to participate in appropriate clinical trials.

Castlegate Surgery is open at the following times:

- Monday to Friday 7:30am to 7pm

The practice offers extended access appointments in conjunction with another practice on weekday evenings. The telephones are answered by the practice from 8am to until 6:30pm. When the practice is closed patients are directed to the NHS 111 service. This information is available on the practices' telephone message, website and in the practice leaflet.

The practice is part of NHS North Cumbria clinical commission group (CCG). Information from Public Health England placed the area in which the practice is located

in the eighth least deprived decile. In general, people living in more deprived areas tend to have greater need for health services. Average male life expectancy at the practice is 79 years compared to the national average of 79 years. Average female life expectancy at the practice is 85 years compared to the national average of 83 years.

The proportion of patients with a long-standing health condition is below average (55% compared to the national average of 54%). The proportion of patients who

are in paid work or full-time employment or education is in line with the average (61% compared to the national average of 62%). The proportion of patients who are unemployed is in line with the average (5% compared to the national average of 5%).

The service for patients requiring urgent medical care out of hours is provided by the NHS 111 service and Cumbria Health on Call.