

Rickleton Medical Centre

Inspection report

Office Row
Washington
NE38 9EH
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www.rickletonmedicalcentre.nhs.uk

Date of inspection visit: 07 December 2023
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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 responsive to people's needs?

Good 

Overall summary

We carried out an announced focused inspection at Rickleton Medical Centre on 7th December 2023. 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 Rickleton Medical Centre on our website at 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:

- Patients could access care and treatment in a timely way and the provider had implemented systems and processes as a result of patient feedback.
- National GP patient survey results relating to access were above national averages.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Overall summary

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor/a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Rickleton Medical Centre

Rickleton Medical Centre is located in Washington at:

Rickleton Medical Centre, Office Row, Washington, Tyne And Wear, NE38 9EH

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 Sunderland Integrated Care Board and delivers General Medical Services (GMS) (Personal Medical Services (PMS)) to a patient population of just over 2000. 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 <2% Asian, 97% White, <1% Black, <1% Mixed.

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

There is one male GP. There is one female Nurse. The GP and Nursing Staff are supported at the practice by a team of reception/administration staff.

The practice is open between 08:30 am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Recovery at Home where late evening and weekend appointments are available. Out of hours services are provided by 111.