

Drs O'Neill, Evans & Lunn

Inspection report

Gas House Lane Surgery
Morpeth NUS Central Centre, The Mount
Morpeth
NE61 1JX
Tel: 01670513657

Date of inspection visit: 7 and 9 December
Date of publication: 19/01/2023

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?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced focused inspection at Gashouse Lane Surgery (also known as Drs O'Neill, Evans & Lunn) on 7 and 9 December 2022. Overall, the practice is rated as Good.

The key question ratings were:

Safe – Good

Effective – Good

Caring – Not inspected rating of Good carried forward from last inspection

Responsive - Not inspected rating of Good carried forward from last inspection

Well-led – Good

At our previous inspection in April 2016 we rated the practice as Good overall. They were rated as Good for all of the key questions. We did not inspect the key questions of Caring or Responsive during this inspection, therefore they remain rated as Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Drs O'Neill, Evans & Lunn on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection to respond to risk and follow up on concerns that were raised with us.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Staff questionnaires
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

Overall summary

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 the Key Questions of Safe, Effective and Well-Led.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice was working hard to ensure backlogs created by COVID-19 were being reduced quickly and safely.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The practice aimed to promote the delivery of high-quality, person-centre care.
- People were satisfied with the way they accessed services the practice offered. The practice had introduced new measures to address this issue.

Though we found breaches of regulation the provider **should:**

- Continue to develop and improve its records relating to the immunisation of staff.
- Appoint a Freedom to Speak Up Guardian to facilitate staff having access to independent support to raise any concerns they may have.
- Continue to re-establish and develop the patient participation group.

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

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Drs O'Neill, Evans & Lunn

Gashouse Lane Surgery is registered with CQC to provide Primary Medical Services to patients from 1 location:

- Morpeth NHS centre, Morpeth, NE61 1JX.

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

The practice is situated within the NHS North East and North Cumbria integrated care board (ICB) and delivers General Medical Services (GMS) to about 6200 registered patients. This is part of a contract held with NHS England.

Opening times are 8.00 am to 6.00pm Monday to Friday.

Information taken from Public Health England places the area in which the practice is in the 8th decile for deprivation with 1 being the highest level of deprivation and 10 being the lowest. In general, people living in less deprived areas tend to have lesser need for health services. The practice's age distribution profile shows they have an above average population of older people.

The practice is part of a wider network of GP practices and is a member of a primary care network (PCN). Out of hours services are accessed via NHS 111.