

Oldwell Surgery

Inspection report

10 Front Street
Blaydon-on-tyne
NE21 4RD
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www.oldwellsurgery.co.uk

Date of inspection visit: 18 and 25 March 2022
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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?		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 inspection at Oldwell Surgery on 18 and 25 March 2022. Overall, the practice is rated as Good.

The ratings for the key questions are:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This is the first time we have inspected this practice under the current registered provider.

It was inspected under a different registered provider in January and September 2015 and was rated as good overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Oldwell Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to check how the practice was meeting essential standards and to inspect and rate it following the new registration with the Care Quality Commission.

- As this was an inspection of a new registration we inspected all five key questions. These are; is the practice safe, effective, caring, responsive and well led?

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 phone calls and video conferencing
- 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

Overall summary

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 have rated this practice good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way. Although the practice recognised the challenge for patients in getting through by phone, they continued to seek ways to improve and support good access for patients.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Although the practice had found the pandemic challenging, they had demonstrated resilience and continuity of providing good quality of care for patients during this time.

Whilst we found no breaches of regulations, the provider **should**:

- Review and improve the support given to staff to help them identify and take action when they encounter a deteriorating or acutely unwell patient.
- Continue to develop and sustain an approach to monitoring the application of infection prevention and control procedures and policies within the practice.
- Continue to develop and embed the governance of training and development to ensure staff are supported to maintain and develop the knowledge, skills and experience required to do their job.
- Put in place formal risk management arrangements.
- Put in place arrangements as planned to formally seek and act upon the views of patients and their carers/representatives to support the continuous improvement of the service.

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

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 Oldwell Surgery

Oldwell Surgery is located in Winlaton, Gateshead at:

10 Front Street,
Blaydon-on-tyne
NE21 4RD

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

The practice is situated within the Newcastle Gateshead Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 4,900. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices covering Gateshead Outer West Surgeries, with six other GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth most deprived decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 0.7% Asian, 98.4% White, 0.2% Black, 0.6% Mixed, and 0.2% Other.

The age distribution of the practice population is similar to the local and national averages. However, there are more older people in the practice population than the local and national averages and slightly less people of working age.

There is a team of four GPs partners (one female and three male). The practice has a team of three nurses who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the practice location to provide managerial oversight. This is a training practice, which provides opportunities for trainee GPs, F2 doctors and medical students.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then they arrange this with the patient.

Extended access is provided locally by Gateshead Extra Care Service, where late evening and weekend appointments are available. This service offers pre-bookable appointments for patients who require urgent attention at Central Gateshead and Blaydon Primary Care across the hours:

- 8am – 8pm: Monday – Friday
- 9am – 2.00pm: Saturday – Sunday

Out of hours services are provided by GATDOC accessed via the 111 service.