

# Stalham Staithe Surgery

## Inspection report

The Staithe Surgery  
Lower Staithe Road, Stalham  
Norwich  
NR12 9BU  
Tel: 01692582000

Date of inspection visit: 12 January 2024  
Date of publication: 31/01/2024

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 a targeted assessment of Stalham Staithe Surgery on 12 January 2024 without a site visit. Overall, the practice is rated as good. We rated the key question of responsive as good.

Safe -good

Effective – good

Caring - good

Responsive – good

Well led – good

Following our previous inspection in 2019, the practice was rated good overall and for all key questions. At this inspection, we rated the practice good for providing responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Stalham Staithe Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection as part of our GP-responsive assessment

- Responsive question inspected

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

## 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 positive GP national patient survey data and was above expected national targets.
- Patients were given options for booking appointments to make access to the practice more streamlined.
- The provider had trained staff in recognising changes to health conditions to access the correct clinician without delays.
- Longer appointment times were made available for more complex patients to avoid multiple appointments.
- Learning disability patients had appointments offered at quieter times and this had increased compliance.

# Overall summary

- The provider would involve all staff with complaints to gain feedback and opportunities to learn.
- The practice had reviewed access to their onsite dispensary and installed a dispensing machine. Patients would receive a code to collect their prescriptions at any point in 24 hours.

Although we did not identify any breaches, the provider:

- Increase the number of learning disability checks completed.

**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 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 Stalham Staithe Surgery

Stalham Staithe Surgery is located in Norwich, Norfolk at:

Lower Staithe Road

Stalham

Norwich

NR12 9BU

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 and surgical procedures.

The practice is situated within the Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS) (to a patient population of about 7500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices based within the North Norfolk primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic makeup of the practice area is 0.5% Asian, 98.2% White, 0.5% Black, 0.9% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 5 GPs who provide cover at the practice. The practice has a team of 3 nurse practitioners, 2 practice nurses who provide nurse-led clinics for long-term conditions, 1 nurse assistant, and 3 health care assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and management assistant are based at the practice.

The practice is open between 8 am to 6.30 pm Monday to Friday and every third Saturday from 9 am – 5 pm. The practice offers a range of appointment types including book-on-the-day, telephone consultations and advance appointments.

Extended access is provided locally by East of England Ambulance Service, where late evening and weekend appointments are available, and a telephone messaging service for non-urgent calls. Out-of-hours services are provided by NHS 111.