

Millennium Family Practice

Inspection report

24 West Street
Gateshead
Tyne And Wear
NE8 1AD
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Millennium Family Practice on 4 December 2019. We looked at whether the service was safe, effective, caring, responsive and well led.

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.

- The practice had not met national targets for cervical screening.
- Patients received effective care and treatment that met their needs.
- Health and safety, fire safety and infection control checks and audits were completed correctly.
- Patients commented that staff were caring, kind and professional.

- Staff were well trained and competent in the delivery of good patient care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice was integrated into the community which it served.
- The practice identified and supported vulnerable patients such as people who were homeless and military veterans.

The areas where the provider **should** make improvements are:

- Improve uptake of cervical screening for eligible women.

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	Good 
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 **and** included a GP specialist advisor.

Background to Millennium Family Practice

Millennium Family Practice is registered with the Care Quality Commission to provide primary care services. It is located in the city of Gateshead. The practice provides services to around 4000 patients from one location at 24 West Street, Gateshead, Tyne And Wear NE8 1AD.

The practice has three regular GPs, a practice manager, one practice nurse, one healthcare assistant, one pharmacist, a practice navigator and administration staff.

The practice is part of Gateshead clinical commissioning group (CCG). The practice is situated in an area of relatively high levels of deprivation. Life expectancy for male's is over 3 years below that of the national average. Life expectancy for females is just under 3 years below the national average.

The practice is located in a shopping complex. All patient facilities are on the ground floor and are accessible from its parking area.

Surgery opening times at the practice are between 8.30am and 8pm Monday to Wednesday and 8.30am to 6pm on Thursday and Friday. Patients can book appointments in person, electronically or by telephone.

The practice provides services to patients of all ages based on a General Medical Services (GMS) contract agreement for general practice. The service for patients requiring urgent medical attention out of hours is provided via the 111 service.