

McKenzie House

Inspection report

17 Kendal Road
Hartlepool
TS25 1QU
Tel: 01429230000
www.mckenziegrouppractice.co.uk

Date of inspection visit: 10 December 2021
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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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at McKenzie House on 10 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good. We did not rate this inspection.

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

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with the practice manager and one of the GP partners.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.

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

The team included a CQC inspector.

Background to McKenzie House

McKenzie House is located in Hartlepool at:

17 Kendal Road

Hartlepool

TS25 1QU

The practice has branch surgeries at:

Throston Medical Centre

82 Wiltshire Way

Hartlepool

TS26 0XT

Victoria Medical Practice

The Health Centre

Victoria Road

Hartlepool

TS26 8DF

We did not visit these branch surgeries on the day of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, and treatment of disease, disorder or injury. These are delivered from all sites.

The practice offers services from both a main practice and two branch surgeries. Patients can access services at any of these surgeries.

The practice is situated within the Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services to a patient population of about 18,760. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices 'Hartlepool Health' Primary Care Network, which delivers care to approximately 31,300 patients in the locality.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 1.2% Asian, 97.9% White, 0.2% Black, 0.6% Mixed, and 0.1% Other.

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

McKenzie House is a registered location of the McKenzie Group Practice (the provider) who provide GP services to patients from six premises within the town (some are registered locations; some are branch sites of registered locations).

Across the whole provision of the McKenzie Group, there is a team of nine GPs who provide cover at all of the practices. The provider has a team of 12 nurse practitioners who provide clinics at the main sites and the branch locations. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight at all of the practices.

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 a GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or one of the branch surgeries.

Extended access is provided locally by Hartlepool and Stockton Health federation (HaSH), where late evening and weekend appointments are available. Out of hours services were provided by integrated urgent care services in conjunction with HaSH, via NHS111.