

Hollyhurst Medical Centre

Inspection report

8 Front Street
Blaydon On Tyne
NE21 4RD
Tel: 01914990966

Date of inspection visit: 18 and 22 December 2020
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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 safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services caring?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

In light of the current Covid-19 pandemic, CQC has looked at ways to fulfil our regulatory obligations, respond to risk and reduce the burden placed on practices by minimising the time inspection teams spend on site.

In order to seek assurances around potential risks to patients, we are currently piloting a process of remote working as far as practicable. This practice consented to take part in this pilot and the evidence in the report was gathered without entering the practice premises, information was gathered from the practice electronically.

The assessment did not include an on-site inspection and therefore ratings from our previous inspection have not been reviewed.

Background

- We carried out a comprehensive inspection at Hollyhurst Medical Centre 21 August 2018 as part of our inspection programme. The practice was rated as good overall and for all domains and population groups.
- We have carried out this assessment to gain assurances due to information of concern raised to us regarding the practice. We undertook a remote regulatory assessment on 18 and 22 December 2020. During the assessment we reviewed Hollyhurst Medical Centre's clinical records system which included the practice's task management system and a sample of patient's electronic records.

We found that:

- Significant events and complaints had been managed appropriately.
- Blood monitoring tests were being appropriately carried out for patients who were prescribed high risk medicines.
- Care plans for vulnerable patients were compiled to a good standard.
- Medication reviews of patients who were prescribed several medications, or affected by drug or patient safety alerts, were found to be overdue in a number of patients. Opportunities had been missed to carry out these medication reviews when contact had been made with these patients for other appointments.
- Some patients who were prescribed direct oral anticoagulants (DOACs) were not appropriately monitored.
- It was unclear what action was taken in response to medication and safety alerts.

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

- Carry out medication reviews where appropriate in line with current guidance.
- Monitor patients in line with current guidance who are prescribed direct oral anticoagulants (DOACs).
- Review the process for patient safety alerts so it is clear what action has been taken.

Another regulatory review will be carried out in another six months to monitor the progress the practice have made against the improvements we have said they should make.

Details of our findings and the evidence supporting our assessment 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 assessment team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Hollyhurst Medical Centre

Hollyhurst Medical Centre provides care and treatment to approximately 4,700 patients of all ages from Blaydon and the surrounding areas. The practice is part of NHS Newcastle Gateshead Clinical Commissioning Group and operates on a Personal Medical Services (PMS) contract.

The practice provides services from the following addresses;

Main surgery - Hollyhurst Medical Centre, 8 Front Street, Blaydon On Tyne, NE21 4RP

Branch surgery - Elvaston Road Surgery, 7 Elvaston Road, Ryton, NE40 3NT

We previously visited the location and branch site during our August 2018 inspection. Due to the current COVID-19 pandemic we did not visit either premises on this occasion, instead undertaking our assessment via remote access.