

# Dilston Medical Centre

## Inspection report

23 Dilston Road  
Newcastle Upon Tyne  
Tyne and Wear  
NE4 5AB  
Tel: 0191 219 6975  
www.dilstonmedical.nhs.uk

Date of inspection visit: 4 June 2019  
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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 comprehensive inspection at Dilston Medical Centre on 4 June 2019. This was as part of our ongoing inspection programme and to check on the areas we said the practice should improve on when we inspected in June 2018 (when the practice was rated as requires improvement overall).

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.

At the last inspection in June 2018 we rated the practice as requires improvement for providing effective and caring services because:

- The practice had not yet demonstrated the improvements they had implemented were supporting patients to achieve good health outcomes in some areas. This included monitoring of patients with long term conditions and take up rates of childhood immunisations and cancer screening programmes.
- The practice had not yet demonstrated the improvements they had implemented were leading to improved patient satisfaction levels.
- The number of patients identified as carers was lower as would be expected based on their practice demographics.

At this inspection, we found that the provider had addressed most concerns from the last CQC inspection.

**We rated this practice as good overall and good for all population groups, apart from Families, Children and Young People, which we rated as requires improvement.** (Previous rating June 2018 – Requires Improvement overall; Good for providing safe, responsive and well-led services; and, Requires Improvement for providing effective and caring services).

We rated the population group of Families, Children and Young people as requires improvement because the uptake of all childhood immunisations was below both the England target of 90% and the World Health Organisation target of 95%.

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. The practice had reviewed and improved the care planning templates and recall arrangements to support them to meet the needs of patients. We found these were well developed and supported the practice in their work.
- The practice had demonstrated the improvements they had made previously were sustained and available data showed the changes made by the practice had led to improved patient experience and health outcomes for patients.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had increased the number of patients they had identified as carers.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. GP partners demonstrated they had understood and taken ownership of the challenges faced by the practice and had developed and implemented a credible strategy to address them.
- The practice had used clinical audit and improvement activity to achieve significant improvements in the uptake of cervical screening. This improvement was particularly noteworthy given the cultural barriers posed by the local demographics.

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

- Maintain a record of recruitment checks made when employing locum staff.
- Review the health and safety and premises/security risk assessments to ensure they are comprehensive and covers all known risks whether they were managed or unmanaged/in progress.
- Deep clean and reseal the flooring and coving in the entrance passageway to the practice.
- Continue to review the processes in place to increase the uptake of childhood immunisations.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

# Overall summary

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Dilston Medical Centre

The Care Quality Commission (CQC) registered Dilston Medical Centre to provide primary care services.

The practice provides services to around 9,350 patients from one location, which we visited as part of this inspection:

- 23 Dilston Road, Newcastle Upon Tyne, Tyne and Wear, NE4 5AB

Dilston Medical Centre provides care and treatment to patients of all ages, based on a General Medical Services (GMS) contract agreement for general practice. The practice is part of the NHS Newcastle Gateshead clinical commissioning group (CCG).

The practice has two GP partners (both male). They also have a salaried GP (female), a practice manager, an assistant practice manager, a nurse practitioner (female), one nurse (female), healthcare assistant (female) and staff who undertake reception and administrative duties.

NHS 111 service and Vocare Limited (known locally as Northern Doctors Urgent Care) provide the service for patients requiring urgent medical care out of hours.

Information from Public Health England placed the area in which the practice is located in the second most deprived decile. In general, people living in more deprived areas tend to have a greater need for health services. Average male life expectancy at the practice is 75 years, compared to the national average of 79.2 years. Average female life expectancy at the practice is 80.3 years, compared to the national average of 83.2 years.

53.2% of the practice population were white, 2.7% were mixed race, 34.6% were Asian, 5% were black and 4.5% were other races.