

# Blacketts Medical Practice






## Inspection report

63-65 Bondgate  
Darlington  
DL3 7JR  
Tel: 01642 380640  
www.blackettsmedicalpractice.com

Date of inspection visit: 16/10/2019  
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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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Good</b>	
Are services caring?	<b>Good</b>	
Are services responsive?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is the service effective
- Is the service well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Is the service safe
- Is the service caring
- Is the service responsive

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 and good for all population groups.**

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.
- The practice worked well with other organisation to improve the health and well-being of the wider community.
- The practice had been carrying out work with ethnic minority patients in relation to engagement and promoting health checks and healthier lifestyles.
- The practice had developed and introduced Blacketts Lifestyle Information and Support Service (BLISS), a service generated as a result of suggestions from non-clinical staff within the practice. This is a six-week programme providing lifestyle and social support in addition to weight management and dietary advice.

**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

<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>Good</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 advisor.

## Background to Blaketts Medical Practice

Blaketts Medical Practice is located at 63-65 Bondgate, Darlington, DL3 7JR. [www.Blakettsmedical.com](http://www.Blakettsmedical.com). The surgery is situated in a purpose-built health care facility in central Darlington.

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

There are five GP partners and three salaried GPs, and patients can be seen by a male or female GP as they choose. There is a team of three nursing staff and two healthcare assistants. They are supported by a team of management, reception and administrative staff.

Blaketts Medical Practice is situated within the NHS Darlington Clinical Commissioning Group (CCG) and provides services to 10,172 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.