

# Bridges Medical Practice

## Inspection report

24 West Street  
Gateshead  
NE8 1AD  
Tel: 01914787847

Date of inspection visit: 29 April 2022  
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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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Bridges Medical Practice on 29 April 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Bridges Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. This was the first inspection of this service under the new provider's registration.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff questionnaires

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

# Overall summary

- 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**

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 implemented a number of initiatives for their patients that had not yet been evaluated with regard to effectiveness.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice was highly focussed in the way it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely and innovative way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice recognised that they operated in an area of considerable deprivation and donated a percentage of profits to the local foodbank as well as collecting on their behalf all year round.
- The practice had engaged with the local student population as there was a considerable number of students (approx. a thousand flats) in accommodation near the practice. They had provided an information pack which had been placed in the communal areas of the accommodation. They had also implemented a targeted young person for students only clinic on a Wednesday afternoon. The practice planned to audit the effectiveness of this initiative.

We found an area of outstanding practice;

- During the COVID-19 pandemic the practice engaged with the population of Newcastle and Gateshead in order to increase the uptake of Covid-19 vaccinations, including for people who were not registered at the practice. This included vulnerable people who were not registered at any practice. They did this by posting on social media, engaging with local shops and pubs, including placing posters in the local area to signpost people to the practice to spread the word. They also reached out to refugee organisations and the local council to optimise the opportunity to let people know how to access the vaccine. This resulted in the administration of 695 vaccines over a period of 7/8 weeks, including for 257 people who were not registered at the practice.

**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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Bridges Medical Practice

Bridges Medical Practice is located in Gateshead at:

Trinity Square Health Centre

24 West Street

Gateshead

Tyne and Wear

NE8 1AD

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

The practice is situated within the NHS Newcastle Gateshead Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 6200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. They were part of Gateshead Central South Primary Care Network (PCN), which consisted of 10 practices:

Beacon View Medical Practice

Bensham Family Practice

Bewick Road Surgery

Central Medical Group

Fell Cottage Surgery

Fell Tower Medical Centre

Metro Interchange Surgery

Millennium Family Practice

Wrekenton Medical Group

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 4% Asian, 91% White and 5% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs (two male and five female), one long term female locum GP and one long term male locum. The practice has a nursing team of five staff (female) who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight.

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.

Extended access/ Out of hours services are provided locally by Gateshead Doctors on Call (GatDoc), where late evening and weekend appointments are available. The service is available between 6pm – 8.30am Monday to Friday and 6pm Friday until 8.30am Monday. It also covers all Public Bank Holidays.

Patients can call the practice to book the extended access/OOH service appointments or also call 111. It is provided at Blaydon Primary Care Centre or the Queen Elizabeth Hospital.