

Park Surgery

Inspection report

One Life
Linthorpe Road
Middlesbrough
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TS1 3QY

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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Park Surgery on 18 September 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Well Led

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 the following population groups; Older people, People with long-term conditions, Families, children and young people, Working-age people (including those recently retired and students), and People whose circumstances may make them vulnerable.

We rated this practice as Requires Improvement for the following population group; People experiencing poor mental health (including people with dementia).

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the way significant events and complaints are recorded that demonstrates a system of assurance.
- Improve the care and treatment of patients with mental health conditions (including dementia).

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

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

Our inspection team

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

Background to Park Surgery

Park Surgery is situated in the centre of Middlesbrough at TS1 3QY. The surgery has good transport links and there is a pharmacy located nearby.

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

Park Surgery is situated within the South Tees Clinical Commissioning Group (CCG) and provides services to around 10,320 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.

The practice has two GP partners and registered with the CQC in 2013. In addition to the GP partnership, the practice employs; two salaried GPs, several locum GPs, two advanced nurse practitioners, two nurse practitioners and several practice nurses. There is a practice manager and a non-clinical managing partner. In addition there are three health care assistants and several administration and reception staff. The practice is part of a wider federation of GP practices (ELM Alliance) and has recently formed part of a primary care network with some other local practices within the CCG area.

The practice is open between 8.00am to 6.00pm Monday to Friday. Appointments are from 9.00am to 5.50pm daily. The practice closes on a Wednesday between 12pm and 2pm for staff training or meetings, the phone line is transferred and is always answered so any urgent queries are dealt with. When the practice is closed patients are directed to contact the STAR service (local extended GP hours service) by telephoning the NHS 111 line.

The proportion of the practice population in the 65 years and over age group is lower than the England average. The practice population in the under 18 age group is also slightly below the England average. The National General Practice Profile states that 17% of the practice population is from an Asian background or black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

There are two sites for the practice, Park Surgery and a branch site at Kings Road in North Ormesby, Middlesbrough. The Kings Road site is open from 9am to 12pm Monday to Friday. When this site is closed patients can be seen at Park Surgery. We did not visit the Kings Road site during the inspection.