

Union Brae and Norham Practice

Inspection report

Union Brae
Tweedmouth
Berwick Upon Tweed
Northumberland
TD15 2HB
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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



Overall summary

We carried out an announced focused inspection at Union Brae and Norham Surgery on 5 June 2019 to check that the practice had made improvements following our previous inspection in November 2018.

At the last inspection on 30 January 2019 we rated the practice as requires improvement for providing safe services because:

- Patients who had been prescribed high risk medicines were not always monitored in line with national guidelines and some non-emergency medicines were not securely stored.

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 (previous rating – November 2018 good) and now good for providing safe services.

We rated the practice as **good** for providing safe services because:

- The practice had taken action to address all concerns and had implemented safe arrangements to monitor the prescribing of high risk medicines.

When we last inspected, we said the provider should:

- Carry out a risk assessment to determine whether it was necessary to carry out Disclosure and Barring Service checks for non-clinical staff.
- Continue to review and implement effective infection control policies and procedures.
- Formalise the system for recording action taken following receipt of patient and medicines safety alerts.

During this inspection we found improvements had been made and all areas of concern were addressed. However, the provider should:

- Take steps to review the new system to monitor patients on high risk medicines and ensure the processes are embedded in 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

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a medicines inspector and a medicines specialist advisor who was shadowing the team.

Background to Union Brae and Norham Practice

Union Brae and Norham Practice provides care and treatment to around 7,100 patients in Berwick, Northumberland. The practice is part of Northumberland clinical commissioning group (CCG) and operates on a Personal Medical Services (PMS) contract agreement for general practice.

The practice provides services from the following two addresses. We visited the main surgery at Union Brae during this inspection:

- Union Brae, Tweedmouth, Berwick upon Tweed, Northumberland, TD15 2HB
- Pedwell Way Surgery, Norham, Berwick upon Tweed, Northumberland, TD15 2LD

The Union Brae surgery is located in a purpose-built two-storey building. All patient facilities are on the ground floor. There is a car park, an accessible WC, wheelchair and step-free access.

The Pedwell Way surgery is located in a converted building and is fully accessible. All patient facilities are on the ground floor. Parking spaces are available directly outside the surgery.

The practice offers dispensing services (from both surgeries) to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

Patients can book appointments in person, on-line or by telephone and could attend either site.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare (known locally as Northern Doctors Urgent Care).

The practice has:

- Two GP partners (one male and one female),
- three salaried GPs (all female),
- two nurse practitioners (both female),
- two practice nurses (both female),
- three healthcare assistants,
- a practice manager, and
- 18 staff who carry out reception, administrative and dispensing duties.

The age profile of the practice population is broadly in line with the local averages; however, the proportion of patients over the age of 65 is well above the national average (25% compared to the national average of 17%) and there is a lower than average proportion of patients under the age of 18 (18.5% compared to the national average of 21%). Information taken from Public Health England placed the area in which the practice is located in the fifth less deprived decile. In general, people living in more deprived areas tend to have greater need for health services.