

The Eston Surgery

Inspection report

Low Grange Health Village
Middlesbrough
TS6 6TD
Tel: 01642511567
www.estonsurgery.co.uk

Date of inspection visit: 14 December 2023
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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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted assessment of The Eston Surgery in relation to the responsive key question. This assessment was carried out on 14 December 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as **Requires improvement.**

Safe - Good

Effective – Good

Caring - Good

Responsive – Requires improvement

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for the

The Eston Surgery on our website at www.cqc.org.uk

Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the assessment

This assessment was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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 found that:

Overall summary

- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population.
- The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way. Patients were dissatisfied with the arrangements for getting through to the practice by phone.

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

- Continue with their plans to recruit members to their patient participation group.
- Continue to improve patient access to the surgery.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our assessment was carried out by a CQC inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to The Eston Surgery

The Eston Surgery is located at Low Grange Health Village, Middlesbrough, Cleveland, TS6 6TD.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and, surgical procedures.

The practice is situated within the NHS Northeast and North Cumbria Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population around 3800 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN) which is Eston.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including telephone consultations and advance appointments. The practice offers additional appointments on a Wednesday and Thursday evening 6.30 to 8pm

Out of hours services are provided by NHS 111 Extended access appointments are provided by a local provider, evenings, until 9.30pm and weekends Saturday 9am to 5pm.