

Monkseaton Medical Centre

Inspection report

Cauldwell Avenue
Whitley Bay
Tyne and Wear
NE25 9PH

Tel: <xxxx xxxxx xxxxxx>

www.monkseatonmedical.nhs.uk

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Monkseaton Medical Centre on 15 February 2019 as part of our inspection programme.

At the last inspection in December 2015 we rated the practice as good overall and for delivering safe, effective, caring, responsive and well-led services.

We have 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.

- 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 treated 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.

We saw an area of outstanding practice:

The practice had devised individual mental health information and resource sheets for adults and children and young people. This gave them useful advice on where to find help for issues such as low mood, anxiety, insomnia and other mental health issues. The leaflets included contact information for support organisations and websites and details of useful self-help guides, books and mobile phone apps.

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

- Consider carrying out disclosure and barring service (DBS) checks for non-clinical staff who act as a chaperone.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a CQC primary medical services directorate support team leader who was shadowing the inspection for experience purposes.

Background to Monkseaton Medical Centre

Monkseaton Medical Centre provides care and treatment to approximately 9,200 patients of all ages from the Monkseaton and Whitley Bay areas of Tyne and Wear. The practice is part of NHS North Tyneside Commissioning Group and operates on a General Medical Services (GMS) contract.

The practice provides services from the following address, which we visited during this inspection:

Monkseaton Medical Centre

Cauldwell Avenue

Whitley Bay

Tyne and Wear

NE25 9PH

The practice is located in purpose built two storey premises which opened in November 2012. All consultation rooms are on the ground floor and there is good access for patients with mobility issues. A car park is available which includes disabled parking spaces.

Patients can book appointments in person, on-line or by telephone. Opening hours are as follows:

Monday to Friday – 8am to 6pm

Appointments with a GP are available from 8.30am to 4.55pm and with a nurse from 8.15am to 5.30pm.

Patients registered with the practice are also able to access pre-bookable appointments with a GP at any of the four local extended access hubs which operated from 4pm to 8 pm on a Monday to Friday; 8.30am to 12 noon on a Saturday; 9am to 1pm on a Sunday and during bank holidays.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare.

The practice has:

- 3 GP partners (female)
- 1 nurse practitioner (female)
- 1 practice nurses (female)
- 2 healthcare assistants (female)
- A pharmacist and a pharmacy technician
- 19 non-clinical members of staff including a practice manager, team leader, administrators and receptionists.

GP cover at the practice equated to the equivalent of four whole time members of staff.

The practice acts as a teaching and training practice for registrars interested in pursuing a career in general practice and medical students.

The average life expectancy for the male practice population is 79 (CCG average 78 and national average 79) and for the female population 83 (CCG and national average 83). 22% of the practices' patient population are in the over 65 age group.

At 49%, the percentage of the practice population reported as having a long-standing health condition was lower than the local Clinical Commissioning Group (CCG)

average of 56% and comparable with the national average of 51%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 59% the percentage of the practice population recorded as being in paid work or full-time education was comparable with the CCG average of 60% and national average of 62%. The practice area is in the ninth most deprived decile. Deprivation levels affecting children and adults were lower than local and national averages.