

# Harraton Surgery

## Inspection report

3 Swiss Cottages  
Washington  
NE38 9AB  
Tel: 01914161641

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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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Good</b>	
Are services caring?	<b>Good</b>	
Are services responsive to people's needs?	<b>Good</b>	
Are services well-led?	<b>Requires Improvement</b>	

# Overall summary

We carried out an announced inspection at Harraton Surgery on 28 July 2021. Overall, the practice is rated as good.

The key question ratings were as follows:

Safe - Good

Effective – Good

Well-led – Requires Improvement

Following our previous inspection on 1 October 2019, the practice was rated Good overall and for all key questions apart from whether the service was well-led, which we rated as requiring improvement. This was because we had a concern about the capacity of the lead GP providing sessions across all four sites and the sustainability of this going forward.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Harraton Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Why we carried out this inspection

This inspection was a follow-up inspection, to check what progress the provider had made to improve on those areas we said they should at the last inspection. As we had received some information of concern, we inspected the three key questions, Safe, Effective and Well Led as part of our new methodology to carry out more focused inspections for those practices rated as good overall. All other ratings were carried forward from the October 2019 inspection.

## 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

## 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

# Overall summary

- information from the provider, patients, the public and other organisations.

**We have rated this practice as good overall and good for all population groups, apart from people with long-term conditions, which we rated as requires improvement.**

We rated the practice as requires improvement for being effective for people with long term conditions because:

- Care and treatment was not always delivered in line with current best practice.

We rated the practice as requires improvement for being well-led because:

- The leadership, governance and culture did not always support the delivery of high-quality sustainable care
- There was a culture of blaming others for incidents rather than looking objectively at what the practice could change to improve the care and support they offered to patients.
- Communication mechanisms within the practice were ineffective.
- The practice continued to struggle to build a sustainable and stable clinical team and there was low morale amongst staff.

We also found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff were not always given protected time to complete learning and development, because of the pressures of work.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.

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

- Develop a culture of effective communication, which encourages candour, openness and honesty, supports effective learning and improvement and builds team morale.
- Develop the process for significant events to build in effective identification and sharing of learning, which supports the duty of candour.
- Continue to develop clinical governance processes to provide assurance that care and treatment are delivered in line with good practice and evidence-based guidance.
- Develop and implement an effective strategy to build a sustainable and stable clinical team. Provide support for staff by continuing with the planned work on appraisals and the competence-based staff development framework.
- Put in place appropriate authorisations to administer medicines via Patient Group Directions.

**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

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

## 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 Harraton Surgery

Harraton Surgery is located in Washington Town at:

- Harraton Surgery, 3 Swiss Cottages, Washington, NE38 9AB

The practice has a branch surgery at:

- Springwell House Surgery, Durham Road, Sunderland, Tyne and Wear, SR3 1RN

We visited the main surgery only as part of this inspection.

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Sunderland Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 4,000. This is part of a contract held with NHS England.

The practice is part of the Washington Primary Care Network, which is a wider network of GP practices to enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 1.8% Asian, 97.3% White, 0.1% Black, 0.6% Mixed, and 0.2% Other.

There is a team of three GPs who provide cover at both practices (two male and one female). There is also an advanced nurse practitioner, a practice nurse and two health care assistants (all female). There was also an additional locum

nurse working at the practice at the time of the site visit. The GPs are supported at the practice by a team of reception/administration staff. The business manager is based at Hollyhurst Medical centre and provides managerial oversight across both registered locations and all four sites. The practice manager is based at Harraton Surgery and oversees both the main surgery and branch.

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. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

The practice participates in a scheme to provide late evening, weekend and bank holiday appointments. They are part of the local GP federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours service provided by the NHS 111 service.