

Mallard Medical Practice

Inspection report

Killingworth Health Centre
Citadel East, Killingworth
Newcastle Upon Tyne
Tyne And Wear
NE12 6HS
Tel: 01912160061
www.mallardmedicalpractice.co.uk

Date of inspection visit: 8 Nov 2019
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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?

Requires improvement 

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 Mallard Medical Practice on 8 November 2019.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 7 November 2018 (last inspection rating: requires improvement).

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.

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

- We were not assured that patients had been individually assessed to ensure it was medically appropriate for them to receive vaccines under a Patient Specific Direction (PSD).
- There was no system in place to ensure that patient safety alerts had been read and actioned.
- Systems which kept patients safe required improvement, such as the system for checking emergency medicines.

We rated the practice as **good** for providing effective, caring, responsive and well led services because:

- Patients received effective care and treatment that met their needs.

- Staff dealt with 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 practice had a culture which drove high quality sustainable care.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Make changes to the system for disseminating safety alerts so that it is clear alerts have been read and actioned;
- Continue to ensure that all systems which have been put in place are clearly communicated to staff and are checked to ensure they are being followed correctly;
- Continue to work towards ensuring 80% of women eligible for cervical cancer screening at a given point in time are screened adequately.

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)	Good	

Our inspection team

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

Background to Mallard Medical Practice

Mallard Medical Practice provides care and treatment to around 5,000 patients in the town of Killingworth, Newcastle upon Tyne. The practice is part of North Tyneside clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

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

- Killingworth Health Centre, Citadel East, Killingworth, Newcastle upon Tyne, NE12 6HS

The practice is located in a purpose-built, single-storey building. There is a car park, an accessible WC, wheelchair and step-free access. Patients can book appointments in person, on-line or by telephone.

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:

- three GP partners (two female and one male);
- two salaried GPs (one female and one male);
- two practice nurses (both female);
- two healthcare assistants;
- two practice managers, and six staff who carry out reception and administrative duties.

The age profile of the practice population is broadly in line with the local averages. 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.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider did not adequately assess the risks to the health and safety of service users of receiving care or treatment or do all that is reasonably practicable to mitigate such risks. In particular, patients had not been individually assessed to ensure it was medically appropriate for them to receive medicines under a Patient Specific Direction (PSD).</p> <p>This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>