

Glendale Surgery

Inspection report

Cheviot Primary Care Centre
Padgepool Place
Wooler
Northumberland
NE71 6BL
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www.glendalesurgery.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 previously carried out an announced comprehensive inspection at Glendale Surgery on 21 and 22 October 2014. Overall the practice was rated as Good. The domains of safe, effective, caring, responsive and well-led were rated as good.

We carried out an announced focused inspection on 3 March following our annual review of the information available to us. We focused our inspection on the following key questions:

- Is the practice effective?
- Is the practice well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Is the practice safe? – (Good)
- Is the practice caring? – (Good)
- Is the practice responsive – (Good)

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 and good for all population groups.

We found that:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The team showed exemplary leadership not only within the practice but also in their local community. The GPs, practice nurse, practice manager and the chair of the patient participation group had all taken on additional leadership roles within their local health community. This was having a positive impact on patients with a local carers group being established and local services, such as physiotherapy, being saved from closure.
- The senior management team showed a commitment to the sustainability of the practice and had successfully put forward a case to be a training practice. Patient and staff feedback was taken into account and the practice acted on this and their own quality audits. This had a positive impact on patients with new contraceptive services being introduced and cervical screening uptake being improved.
- Patients received effective care and treatment that met their needs, this was reflected in the GP survey which showed consistently excellent results.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

Background to Glendale Surgery

Glendale Surgery provides services to around 2239 patients from;

Cheviot Primary Care Centre
Padgepool Place
Wooler
Northumberland
NE71 6BL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures.

Glendale Surgery is situated within a purpose built premises; there is another GP practice on the same level and other primary care services in the building. The practice is based on the first floor. There is level access and lifts in the building. The car park for the building has disabled parking and general parking is available.

The practice has 2 GP partners, male and female. There is one practice nurse a practice manager and administration staff.

The practice is a training practice who have GP registrars allocated to the practice (fully qualified doctors allocated to the practice as part of a three-year postgraduate general medical training programme).

The practice is 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 provided by the NHS 111 service.

The practice is part of NHS Northumberland (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy and female life expectancy is slightly higher than the national average.