

# Middle Chare Medical Group

## Quality Report

Unit 1  
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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 service

Good



Are services safe?

Good



# Summary of findings

## Contents

### Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to Middle Chare Medical Group	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Unit 1, The Lavender Centre on 27 April 2016. The Lavender Centre was part of one large provider (Middle Chare Medical Group) who had four locations. The overall rating for the practice was good but the safe domain was rated as requires improvement. The full comprehensive report on the 27 April 2016 inspection can be found by selecting the 'all reports' link for Middle Chare Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 25 January 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 27 April 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as Good.

Our key findings were as follows:

- Governance systems and process had been developed further to monitor and assess the whole service in relation to risk and improvement. This included quality assurance of internal processes including checking of emergency medicines and the safe storage of vaccines.
- Effective arrangements were in place to ensure that vaccines and other medicines stored in the refrigerators were stored at the correct temperatures and appropriate records were maintained.
- Procedures were in place to track prescription forms after they had been received into the practice.
- Staff were working under the accepted definition of a Patient Group Direction or Patient Specific Direction and these were in date and relevant staff had their own authorised copy.
- All staff were able to access policies and procedures.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

**Good**



- At this review we checked to ensure medicines were handled safely. There had been concerns at the previous inspection about the way that medicines were managed. At this inspection we saw that improvements had been made to address the issues. Effective arrangements were in place to ensure that vaccines and other medicines stored in the refrigerators were stored at the correct temperatures and appropriate records were maintained.
- We checked Governance systems and process and found these had been developed further to monitor and assess the whole service in relation to risk and improvement. This included quality assurance of internal processes including checking of emergency medicines and the safe storage of vaccines.
- Procedures were in place to track prescription forms after they had been received into the practice.
- Staff were working under the accepted definition of a Patient Group Direction or Patient Specific Direction and these were in date and relevant staff had their own authorised copy.
- All staff were able to access policies and procedures.

# Middle Chare Medical Group

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC Inspector and a CQC Pharmacist Inspector carried out this focused desk based review.

## Background to Middle Chare Medical Group

Unit 1, The Lavender Centre, Pelton Lane, Pelton, Chester Le Street, Co Durham, DH2 1HS is part of Middle Chare Medical Group. The Medical Group consists of four separate practices. The Lavender Centre and Gardiner Crescent Surgery predominantly share the same staff and patients and Middle Chare and Woodlands practices do the same. This is due to the proximity of each practice for patients to access. The Lavender Centre is a purpose built GP premises in Pelton, Chester-Le-Street, County Durham. The practice is in an area of relative deprivation as it is in the fourth most deprived decile (one being most deprived and ten least deprived). The practice shares a building with another GP practice and has premises on the second floor. The practice is leased by the Medical Group. They have a Personal Medical Services (PMS) contract and also offer enhanced services for example; minor surgery. The practice covers the area of Pelton, Chester-Le-Street and is situated nearly two miles from Chester-Le-Street town centre. Car parking facilities are good. Transport links are satisfactory.

There are 2047 patients on the practice list (this is the combined figure in conjunction with Gardiner Crescent surgery) and the majority of patients are of white British background. Patient survey and QOF (Quality Outcomes Framework) results are reported in a combined figure between the two locations and therefore it is not possible

to report data on specific locations. The practice is a partnership with five partners, three male and two female. There are two salaried GPs, both female, four practice nurses, a nurse practitioner and three health care assistants (all female). There is a practice manager and a team of reception, dispensing and administration staff.

The practice is a teaching and training practice and regularly has GP Registrars (qualified Doctors in training to become GPs) and undergraduates.

The practice is open between 1pm and 6pm on Mondays and Wednesdays, 8.30am to 1pm on Tuesdays and 8.30am to 6pm on Fridays. It is closed on Fridays. Extended hours are offered at the Middle Chare location on Mondays and Tuesdays until 8pm. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service (111) commissioned by North Durham CCG. The Group have an agreement with the CCG that the out of hours service will cover between the hours of 6pm to 6.30pm.

## Why we carried out this inspection

We undertook a comprehensive inspection at Unit 1, The Lavender Centre on 27 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the safe domain with an overall rating of good. The full comprehensive report following the inspection on 27 April 2016 can be found by selecting the 'all reports' link for Middle Chare Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up a desk-based focused inspection of Unit 1, The Lavender Centre on 25 January 2017. This

# Detailed findings

inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

We carried out a desk-based focused inspection of Unit 1, The Lavender Centre on 25 January 2017. This involved reviewing evidence that:

- Relevant staff were now working under the accepted definition of a Patient Group Direction or Patient Specific Direction.

- There was a procedure was in place to track prescription forms after they had been received into the practice and that the practice now recorded receipt or distribution of blank prescription pads.
- That there were effective arrangements in place to ensure that vaccines and other medicines stored in the refrigerators were stored at the correct temperatures and appropriate records are maintained.
- Policies and procedures were accessible to all staff.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 26 April 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of security of blank prescriptions, refrigerator temperature monitoring and Patient Group Directions and Patient Specific Directions were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 25 January 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

A procedure was in place to track prescription forms after they had been received into the practice and also to record receipt or distribution of blank prescription pads. We checked the medicines refrigerator; maximum, minimum and actual temperatures were accurately recorded. This meant that medicines stored could now be guaranteed as fit for use. The Patient Group Directions were now authorised for use and in date. Staff were now working under the accepted definition of a Patient Group Direction or Patient Specific Direction; current practice complied with legal requirements.