

Moorlands Surgery

Inspection report

139a Willow Road
Darlington
Co Durham
DH3 9JP

Tel: 01325469168

www.moorlandssurgerydarlington.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?

Outstanding 

Overall summary

This practice is rated as Good overall. (Previous rating March 2015 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Outstanding

We carried out an announced comprehensive inspection at Moorlands Surgery on 20 February 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients reported that they could access urgent care when they needed it but sometimes had to wait for a routine GP appointment.
- Staff reported that it was a supportive and caring place to work.
- There was a strong focus on staff support, development and continuous learning and improvement at all levels of the organisation.

We saw areas of outstanding practice:

The leadership team at the practice were forward thinking and motivated to improve all aspects of patient care.

All staff were encouraged to be involved in improvement and all suggestions were valued by the leadership team.

Staff consistently described a highly supportive, encouraging and motivational environment.

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

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Moorlands Surgery

Moorlands Surgery is a location of the registered provider also known as Moorlands Surgery. It is situated at 139a Willow Road, Darlington, Co Durham, DL3 9JP www.moorlandssurgerydarlington.nhs.uk

The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England for patients living in Darlington and surrounding areas. The practice is registered with the Care Quality Commission to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostics and screening procedures
- Surgical Procedures
- Family Planning
- Maternity and Midwifery

The practice has two partners, one male and one female and six salaried doctors. There are three nurse practitioners, four practice nurses, four health care assistants and one phlebotomist. The practice employs a clinical pharmacist and a range of administration staff comprising practice manager, office manager, IT manager, reception staff, secretaries, data and prescribing team.

The Public Health General Practice Profile shows that approximately 97% of the practice population are of white ethnicity. The level of deprivation within the practice population is rated as six, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The age/gender profile of the practice is largely in line with national averages. The practice has slightly higher than average numbers of people over the age of 65. The average life expectancy for patients at the practice is 79 years for men and 83 years for women which is the same as the national averages.

At this inspection we checked, and saw that the previously awarded ratings were displayed, as required, on the practice website and in the practice premises.

The practice is open from 8am - 7.30pm on Mondays and 8am - 6pm Tuesdays to Thursdays and 7.30am - 6pm on Fridays

The practice is part of a GP federation, Primary Health Care Darlington. The practice's patient list size is approximately 14026.

When the practice is closed patients can ring the GP out of hours service via NHS 111, provided by the federation Primary Health Care Darlington.

The practice has 15 clinical rooms, a reception area and a waiting room. There are offices on the second floor, a staff common room and a doctors meeting room. In addition, the practice has 42 car parking spaces including 3 for disabled drivers.