

# Gatacre Street Surgery

## Inspection report

Gatacre Street  
Blyth  
Northumberland  
NE24 1HD  
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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 carried out an announced, comprehensive inspection at Gatacre Street Surgery, on 15 October 2019, as part of our inspection programme and because the location had been newly registered within the previous 15 months.

This inspection looked at the following key questions:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well led?

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, with the exception of children, families and young people. We have rated this population group as requires improvement.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. However, childhood immunisation uptake rates were below the 95% World Health Organisation (WHO) target, and the cervical screening rate was below the Public Health England programme target.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- The practice had improved their arrangements for providing patients with access to appointments, despite the significant increase in the size of their patient list during the previous 18 months, and the impact this had on their workload. However, some patients reported they were still experiencing difficulties getting through to the practice by telephone and obtaining an appointment.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We identified some outstanding aspects:

- Despite the challenges and workload pressures faced by the practice registering 3,200 patients during 2018/19, leaders had actively assessed areas of risk to patient safety, put plans in place to address them, improved how they delivered services and worked with stakeholder agencies to learn lessons about how the reallocation of such a large group of patients had been managed.
- In response to an increase in the practice's safeguarding workload, during 2018/19, leaders had taken action to strengthen their arrangements for keeping patients safe. This included the appointment of an experienced senior GP clinical associate, to review and improve the practice's safeguarding processes and systems, and oversee its duties and responsibilities.

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

- Arrange for the practice nurses to complete Level 3 safeguarding training, as set out in the Intercollegiate Document, 'Safeguarding Children and Young People: Roles and Competencies for Healthcare staff' (January 2019). Also, the provider should review their child safeguarding policy, so that it takes account of this document, and other recent relevant national guidance.
- Improve the cervical screening uptake rate, to bring it into line with the Public Health England programme target.
- Improve childhood immunisation uptake rates, to bring them into line with the 95% WHO target.
- Continue in their efforts to improve telephone access, access to appointments and patients' experience of continuity of care, to help ensure these lead to demonstrable improvements.
- Continue to take action to reduce Quality and Outcomes Framework levels of exception reporting.

**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	Requires improvement	
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, a practice manager specialist advisor and a CQC medicines inspector.

## Background to Gatacre Street Surgery

Gatacre Street Surgery is located in Blyth, Northumberland. The surgery has good transport links and there is a pharmacy located nearby. Gatacre Street Surgery was formed following the merger of two former practices, the Station Medical Group and the Waterloo Medical Group, and was registered by CQC in July 2018. Following the merger, three GP partners retired, resulting in the loss of senior GP expertise and experience. In addition, four GPs had taken planned absence. These GPs had provided 25% of the practice's current GP sessions. Arrangements had been made to cover these sessions with experienced locum GPs known to the practice.

Following the closure of a neighbouring practice in December 2018, an extra 3,200 patients were compulsorily allocated to the surgery. This equated to a 14% increase in the size of the practice's patient list. In addition, the local minor injuries clinic in the adjacent community hospital had closed six months ago. The provider has carried out building work to increase consulting room capacity, and they had recruited additional clinical and non-clinical staff.

The practice is currently part of the Blyth primary care network of GP practices. (This includes the Railway Medical Group, and the Marine Medical Group.)

The provider is registered with CQC to deliver the following regulated activities: diagnostic and screening procedures; maternity and midwifery services; surgical procedures; family planning; treatment of disease, disorder or injury. These are delivered from the following sites:

- Gatacre Street Surgery (main site), Gatacre Street, Blyth, Northumberland, NE241HD.
- Blyth Acute Service, Blyth Community Hospital, Thoroton Street, Blyth, NE241DX.
- Old Waterloo Medical Group site, Blyth Health Centre, Thoroton Street, Blyth, NE241DX.
- Newsham Surgery, 61 Newcastle Road, Newsham, Blyth, NE244AW.

Gatacre Street Surgery is situated within the Northumberland Clinical Commissioning Group and provides services to 26,483 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has:

- Six GP partners (two male and four female) and one managing partner (male).
- 12 salaried GPs (one male and 11 female).

- A clinical management GP associate (female).
- A community psychiatric nurse (female).
- Two advanced nurse practitioners (one male and one female).
- Two orthopaedic practitioners (one male and one female).
- Four nurses (female).
- Six healthcare assistants (female).
- Two pharmacy technicians.
- Two prescription clerks.
- 25 receptionists.
- Three secretaries.

The practice had recently appointed the following staff, who were due to commence their employment shortly after the inspection:

- A paramedic (male).
- An additional pharmacy technician.
- A paediatric advanced nurse practitioner (female).

Plans were underway to recruit an additional two practice nurses, two GPs and a human resources manager.

The practice is a teaching and training practice, and has hosted first, third, fourth and fifth year medical students, and trainee doctors.

Gatacre Street Surgery is in one of the most deprived areas of Northumberland. The practice scored three on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services. The National General Practice Profile describes the practice ethnicity as being 98.4% white British, 1% Asian, 0.3% black, 0.5% mixed, and 0.1% other non-white ethnicities. The profile shows that 54.2% of patients registered at the practice have a long-standing health condition, compared to 58% locally and 51.2% nationally.