

# Clifton Court Medical Practice

## Inspection report

Victoria Road  
Darlington  
County Durham  
DL15JN

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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







We carried out an announced comprehensive inspection at Clifton Court Medical Practice on 15 October 2019 as part of our inspection programme. We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Effective and Well led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive

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 the practice to be outstanding in providing well led services because the culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.**

We found that:

Older people	<b>Good</b>	
People with long-term conditions	<b>Good</b>	
Families, children and young people	<b>Good</b>	
Working age people (including those recently retired and students)	<b>Good</b>	
People whose circumstances may make them vulnerable	<b>Good</b>	
People experiencing poor mental health (including people with dementia)	<b>Good</b>	

- 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.
- 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 leaders at the practice were proactive and collaborated effectively with local stakeholders, including in the sharing of new developments digitally. Staff well-being was an important focus in the team and the leaders were highly regarded by their staff. The practice had introduced numerous support mechanisms to sustain and protect staff. The practice had a culture of collaboration and sharing innovation with other practices in the locality. They were able to demonstrate quality improvement based on their actions.

**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

The inspection team consisted of a CQC Inspector and a GP Specialist Advisor.

## Background to Clifton Court Medical Practice

Clifton Court Medical Practice is located at Victoria Road, Darlington County Durham DL15JN. . The surgery is situated in a purpose-built health care facility in central Darlington.

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

Clifton Medical Practice is situated within the NHS Darlington Clinical Commissioning Group (CCG) and provides services to 12045 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of five GPs (three female and two male) and registered with the CQC in April 2013. The practice is part of a primary care network and as such

is developing services in collaboration with other practices in the locality. This includes extended access to GP appointments where appointments are available on evenings and weekends.

The National General Practice Profile states that 4.3% of the practice population is from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 82 years.

Clifton Court Medical Practice is a teaching practice providing placements and teaching for fifth year medical students.