

Grainger Medical Group

Inspection report

Elswick Health Centre
Meldon Street
Newcastle Upon Tyne
NE4 6SH
Tel: 0191 2986060
www.graingermedicalgroup.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 Grainger Medical Group on 31 July 2018. Overall the practice was rated as requires improvement. The domains of safe, responsive and well-led were rated as requires improvement and the domains of effective and caring were rated good.

We carried out an announced comprehensive inspection on 10 September 2019. We rated the practice as good overall and good for all population groups.

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 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.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Assure themselves that patients know how to escalate complaints and concerns about services provided by the practice, should they be unhappy with the initial response from the practice.

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	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 CQC lead inspector.
The team included a GP specialist advisor.

Background to Grainger Medical Group

Grainger Medical Group provides services to approximately 6,600 patients from Elswick Health Centre, Meldon Street, Newcastle Upon Tyne, NE4 6SH. We visited this location as part of this inspection.

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

The practice is part of NHS Newcastle Gateshead clinical commissioning group (CCG). The practice provides services based on an Alternative Provider Medical Services (APMS) agreement for general practice.

The provider of the service is Newcastle GP Services which is a federation of primary healthcare providers in Newcastle-upon-Tyne.

The practice has one GP from the local GP federation (male) and three salaried GPs (two female and one male). They also have a practice manager, an assistant practice manager, three nurses (all female), two healthcare assistants (both female) and staff who undertake reception and administrative duties.

The practice provides late evening, weekend and bank holiday appointments. They are 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 service provided by the NHS 111 service.

Information from Public Health England placed the area in which the practice is located in the most deprived decile. In general, people living in more deprived areas tend to have a greater need for health services. Average male life expectancy at the practice is 75 years, compared to the national average of 79 years. Average female life expectancy at the practice is 80 years, compared to the national average of 83 years.

69.9% of the practice population were white, 2.2% were mixed race, 21.8% were Asian, 3.8% were black and 2.3% were other races.