

Gardiner Crescent Surgery

Inspection report

21 Gardiner Crescent
Pelton Fell
Chester Le Street
County Durham
DH2 2NJ
Tel: 0191 5947691
www.peltonfellsurgery.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 carried out an announced comprehensive inspection at Gardiner Crescent Surgery on 22 August 2019 as part of our inspection programme and to check that improvements had been made (previous rating August 2018 – requires improvement).

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 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:**

- Take steps to make sure that infection control policies and procedures are easily accessible for all staff.
- Continue the work currently in progress to ensure antibiotics are appropriately prescribed.
- Carry out a risk assessment to determine the range of emergency medicines to store.
- Continue to develop arrangements for ensuring only appropriate patients are excepted from the Quality and Outcomes Framework.
- Complete the work to offer the meningitis vaccination to eligible patients.
- Continue to seek ways to engage with patients and establish a patient participation group.

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 and included a GP specialist advisor.

Background to Gardiner Crescent Surgery

Gardiner Crescent Surgery provides care and treatment to around 2,100 patients in Chester le Street, County Durham. The practice is part of North Durham clinical commissioning group (CCG) and operates on a Personal Medical Services (PMS) contract agreement for general practice.

Services are provided from the following two addresses:

- Gardiner Crescent Surgery, 21 Gardiner Crescent, Pelton Fell, Chester le Street, County Durham, DH2 2NJ
- Lavender Centre, Unit 1, The Lavender Centre, Pelton Lane, Pelton, Chester le Street, County Durham, DH2 1HS

As part of this inspection we visited the Gardiner Crescent Surgery.

Gardiner Crescent surgery is located in a converted two storey building. Patient facilities are on the ground floor. There is on street parking, an accessible WC, wheelchair and step-free access.

The Lavender Centre surgery is located in a purpose built two storey building. Patient facilities are on the first floor. There is a designated car park, accessible parking, an accessible WC, a lift to the first floor, wheelchair and step-free access.

Patients can book appointments in person, on-line or by telephone and could attend either site.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and County Durham and Darlington NHS Foundation Trust.

The practice has:

- One GP partner (male),
- one salaried GP (female),
- one practice nurse (female),
- a healthcare assistant,
- a business manager,
- an operations manager, and
- six staff who carry out reception and administrative duties.

The age profile of the practice population is broadly in line with the local and national averages; the proportion of patients over the age of 65 was above average (19% compared to the national average of 17%) and there is a lower than average proportion of patients under the age of 18 (18% compared to the national average of 21%). Information taken from Public Health England placed the area in which the practice is located in the fourth more deprived decile. In general, people living in more deprived areas tend to have greater need for health services.