

# The Eston Surgery

## Inspection report

Low Grange Health Village  
Normanby Road  
Middlesbrough  
Cleveland  
TS6 6TD  
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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 Eston Surgery on 27 February 2019 as part of our inspection programme.

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.

**We saw an area where the practice should make an improvement:**

The practice should improve the way it involves patients, through a patient participation group.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

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

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to The Eston Surgery

Eston Surgery, Middlesbrough, TS6 6TD is located within a large purpose-built modern health centre in the South Bank area of Middlesbrough. The surgery has good transport links and there is a pharmacy located nearby.

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

Eston Surgery is situated within the South Tees Clinical Commissioning Group (CCG) and provides services to 3,000 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 provider, Dr Paul Chatterjee, is a single handed male GP who registered with the CQC in April 2013. *The practice employs a regular male locum GP, a nurse practitioner and two practice nurses. There is also a health care assistant and several administration staff.*

The practice is part of the wider network of GP practices who have formed a federation within South Tees CCG to operate the extended hours GP service (with appointments during the evening and out of hours) across South Tees. Patients can access this service via the NHS 111 service.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have greater need for health services.

The proportion of the practice population in the 65 years and over age group is below the England average. The practice population in the under 18 age group is similar to the England average.