

Albert Road Surgery

Inspection report

118 Albert Road
Jarrow
NE32 5AG
Tel: 01913009659

Date of inspection visit: 13th July 2023 14th July
2023 18th July 2023
Date of publication: 25/08/2023

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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Albert Road Surgery on 13th, 14th and 18th July 2023. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective – Good

Caring - Good

Responsive - Good

Well-led – Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Albert Road on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection due to a change in the registered provider. This was therefore the first rated inspection of this service since the change in registration.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

Our findings

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:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were comprehensive systems in place to keep patients safe, which considered current best practice. Projects and audits had been carried out regularly with positive outcomes for patients.
- The practice had effective systems that ensured patients received effective care and treatment that met their needs.
- Complaints and significant events were dealt with as per the practice policy and were discussed to help improve practice.
- Staff involved patients in decisions about their care.
- The leadership governance and culture at the practice promoted the delivery of high quality, person centred care.
- Staff were very positive about working for the organisation.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit accompanied by a Regulation Co-ordinator. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Albert Road Surgery

Albert Road Surgery is in South Tyneside and provides services from, 118 Albert Road, Jarrow NE32 5AG. We visited this location as part of our inspection.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and, surgical procedures.

The practice is situated within the South Tyneside Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of around 3,000 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN). The Practice has an ethnic make up of 97.9% White, 0.9% Asian, 0.7% other and 0.4% other.

There are 2 GP's (one male one female) working at the practice, along with 1 nurse practitioner, a practice nurse, a nursing associate, and a healthcare assistant. The practice also employs a part time pharmacist.

The Practice is open at the following times;

Monday - 8am till 6pm

Tuesday - 8am till 6pm

Wednesday - 8am till 8pm (6.30pm – 8pm Enhanced Access)

Thursday - 8am till 6pm

Friday - 8am till 6pm

Saturday - 9am till 1.00pm (every other Saturday – Enhanced Access)

Out of hours services are provided via the NHS 111 service.