

Tynemouth Medical Practice

Inspection report

Tynemouth Road
Tottenham
London
N15 4RH

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www.tynemouthmedicalcentre.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?

Requires Improvement 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection between 9 -11 March at Tynemouth Medical Practice. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring – Requires Improvement

Responsive - Good

Well-led – Good

Following our previous inspection on 1 December 2020, the practice was rated as good for the safe, effective and well led key questions and requires improvement for the caring and responsive key questions. This gave the practice an overall rating of requires improvement.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Tynemouth Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on the previous requires improvement ratings for the responsive and caring domains.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included :

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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

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.
- The practice had improved access since the last inspection. We were satisfied patients could access care and treatment in a timely way. The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- We were not satisfied that staff always dealt with patients with kindness and respect and involved them in decisions about their care.

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

- Continue with efforts to improve patient satisfaction and GP patient survey results for questions relating to; listening to patients; treating them with care and concern; increasing confidence in patients; and involving patients in decisions about their care.
- Continue with efforts to improve the uptake of childhood immunisations and cervical screening so as to meet the national targets.

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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor and a second CQC inspector.

Background to Tynemouth Medical Practice

The Tynemouth Medical Practice (the practice) operates at the Tynemouth Road Medical Centre, 24 Tynemouth Road, Tottenham London N15 4RH, premises which it shares with other healthcare providers.

It is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures; treatment of disease, disorder or injury; surgical procedures; maternity and midwifery services; and family planning.

The practice was formerly part of the NHS Haringey Clinical Commissioning Group, which together with four other London boroughs in addition to Haringey - Barnet, Camden, Enfield and Islington – now comprises the NHS North Central London CCG. It is part of the Welbourn Primary Care Network, with three other local practices.

The service is provided under a Personal Medical Services (PMS) contract to approximately 9,900 patients. The practice operates in an area with a very high deprivation level. The practice website can be found at: www.tynemouthmedicalcentre.nhs.uk

The clinical team is comprised of two GP partners (one female and one male), two salaried GPs (two female and two male) and registrar GP. Between them, the GPs currently work 32 clinical sessions per week.

The clinical team also includes three nurses, an advanced nurse practitioner, two pharmacists, a health care assistant, a physician associate, a paramedic and a health and wellbeing coach. There is a practice manager and deputy, a reception manager and

The practice is open from 8am to 6:30pm on Monday to Friday. The practice operates an extended hours service on weekday mornings from 7:30am to 8:00am Monday to Friday, and evenings between 6:30pm and 7:30pm Monday, Wednesday and Thursday. Routine appointments with GPs and nurses are 10-15 minutes long.

Patients may book appointments with the extended hours service, provided at four Hub locations across Haringey. These have varying operating times during weekday evenings and on Saturday, details of which are given on the practice website.