

Bewick Crescent Surgery

Inspection report

27 Bewick Crescent
Newton Aycliffe
County Durham
DL5 5LH
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www.bewickcrescentsurgery.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 inspection at Bewick Crescent Surgery on October 2015, we rated the practice as good.

We carried out this announced comprehensive inspection on 21 March 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 except working age patients (including those recently retired and students) which we rated as outstanding.

We rated this population group as outstanding because;

- Patients had good access to late opening, a walk-in service at the branch surgery and telephone appointments.
- The practice highlighted the importance of cervical screening to their patients, this included carrying out cervical screening at home for those who could not come to the surgery, promoting the importance of this at a local supermarket and sending out extra reminders for screening on pink paper.

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 of outstanding practice which was:

- The practice provided us with data that showed they had the lowest rate of patients attending the urgent care centre by 1,000 of the practice population, out of 26 practices. They had 19 per 1,000, year to date for 2018/2019 compared to the highest which was 130.

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)	Outstanding	
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, a CQC pharmacist specialist and a second CQC inspector.

Background to Bewick Crescent Surgery

Bewick Crescent Surgery provides services to around 13,900 patients from two locations:

- 27 Bewick Crescent, Newton Aycliffe, Co Durham, DL5 5LH
- 30 West Green, Heighington, Co Durham, DL5 6PE.

We visited both locations as part of this inspection.

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

Bewick Crescent Surgery is located in purpose-built premises. All patient services are based on the first floor. There is level access. There is a large car park with disabled parking spaces opposite the practice.

The branch surgery at Heighington has an on-site dispensary which dispenses to patients who live in rural locations. The building is a converted two-storey terraced house, toilets are on the first floor. Access is difficult for wheelchair users, who are encouraged to use the surgery at Bewick Crescent or request a home visit.

The practice has six GP partners, three male and three female and two female salaried GPs. three long term locums. There is one advanced nurse practitioner, three

nurse practitioners and four practice nurses, four health care assistants and one phlebotomist. There is a practice and assistant practice manager and 18 staff who undertake administration duties and two dispensers.

The practice is a teaching and training practice and provides training to pharmacy students.

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 provided by the NHS 111 service.

The practice is part of NHS Durham Dales Easington and Sedgfield clinical commissioning group (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

There is a higher-than-average number of patients over the age of 50, and fewer patients aged under 45 than the national average. Information published by Public Health England rates the level of deprivation within the practice population group as five on a scale of one to 10. Level one represents the highest levels of deprivation and level

10 the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.