

Conishead Medical Group

Quality Report

Ryhope Health Centre
Black Road, Ryhope
Sunderland, SR2 0RY

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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

Are services effective?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced inspection of Conishead Medical Group on 28 April 2015, during which a breach of a legal requirement set out in the Health and Social Care Act (HCSA) 2008 was found:

- Regulation 18 HCSA 2008 (Regulated Activities) Regulations 2014 Staffing

On 29 December 2015 we commenced a focussed inspection where we asked the practice to send us information to evidence that they now met legal requirements. This report only covers our findings in

relation to this requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Conishead Medical Group on our website at www.cqc.org.uk.

Our key findings were as follows:

- The practice had addressed the issue identified during the previous inspection and was ensuring that staff appraisals for all employees were carried out on an annual basis.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services effective?

The practice is rated as good for providing effective services.

Action had been taken to address the concerns raised during our previous inspection in April 2015. There were effective arrangements in place to ensure staff were receiving regular appraisals which allowed the practice to identify their personal development needs.

Good



Summary of findings

What people who use the service say

We did not speak with any people who use the service as part of this inspection.

Conishead Medical Group

Detailed findings

Our inspection team

Our inspection team was led by:

The review inspection was undertaken by a CQC Lead Inspector.

Background to Conishead Medical Group

The practice is based within Ryhope Health Centre and provides care and treatment to 3,062 patients of all ages mainly from the Ryhope, Sunderland East and Seaham areas. The practice is part of the Sunderland Clinical Commissioning Group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address:

Conishead Medical Group, Ryhope Health Centre, Black Road, Ryhope, Sunderland, Tyne and Wear, SR2 0RY

The practice offers on-site parking; including disabled parking bays and the premises provide fully accessible treatment and consultation rooms on the ground floor for patients with mobility needs. The practice is open between 8am and 6pm Monday to Friday and surgery appointment times are as follows:

8.30am to 11.40am and 12.30pm to 5.30pm on a Monday, Wednesday & Friday

9.30am to 11.40am and 3pm to 5.10pm on a Tuesday
8.30am to 10.30am and 3.30pm to 5.30pm on a Thursday

The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and Northern Doctors Urgent Care Limited (NDUC). The practice

also participates in the Riverview out of hour's scheme which operates weekdays from 6pm to 8pm and on weekends and bank holidays from 9am to 2pm from Riverview Health Centre in Sunderland.

Conishead Medical Group offers a range of services and clinic appointments including chronic disease management clinics for patients with diabetes, hypertension, asthma, chronic obstructive pulmonary disease (COPD), ischemic heart disease (IHD) and heart failure as well as family planning, cervical screening, NHS health checks, well person clinics, over 75 years checks, immunisations and vaccinations and foreign travel advice.

The practice consists of two GPs (one male and one female), a practice manager, an assistant practice manager, two nurses, a healthcare assistant and four reception/administrative staff.

Information taken from Public Health England placed the area in which the practice was located in the fifth most deprived decile. In general people living in more deprived areas tend to have greater need for health services. The practice's age distribution profile showed higher percentages of patients aged 45-59 than the national averages.

Why we carried out this inspection

We undertook a review inspection of Conishead Medical Group on 29 December 2015. We asked the practice to send us evidence to confirm that improvements to meet legal requirements had been made following our comprehensive inspection on 28 April 2015. The review inspection focused

Detailed findings

on one of the five questions we ask about services; is the service effective? This is because the service was not meeting a legal requirement in this domain when we inspected on 28 April 2015.

How we carried out this inspection

On the 29 December 2015 we contacted the practice by telephone and email and asked them to confirm that they had implemented an appraisal system and requested that they supply evidence to that effect.

The practice manager was able to send us a schedule confirming that all staff had been appraised since the inspection on 28 April 2015. The schedule also showed that yearly appraisals had been planned.

We were also sent a copy of anonymised appraisals which showed that personal development and training requirements were identified, discussed and acted upon.

Are services effective?

(for example, treatment is effective)

Our findings

Effective staffing

When we inspected the practice in April 2015 we identified an area of concern in relation to effective staffing:

- There was no formal appraisal system in place for nursing and non-clinical staff. Although all staff were very happy with the open door policy currently in place this meant that staff did not have a formal process of raising concerns or to identify or request development and training opportunities. In addition this informal approach did not allow for the recording of any performance issues or action plans. The practice manager told us that they intended to implement an appraisal system in the near future.

During the review inspection on 29 December 2015 we asked the practice manager to provide evidence that appraisals had taken place and would be reviewed on an annual basis. We also asked for evidence that identified personal development needs and training requirements had been acted upon.

The practice manager was able to provide a timetable and diary entries confirming that all staff had been appraised since our previous inspection and annual reviews were now scheduled. The practice manager was also able to provide anonymised copies of appraisals which further confirmed that the views of staff members had been sought and personal development needs and training requirements had been identified and acted upon. This included training in the use of an electronic discharge system for administrative staff and updates to training in safeguarding children.