

# Rowlands Gill Medical Centre

## Inspection report

The Grove  
Rowlands Gill  
NE39 1PW  
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rowlandsgillmedicalcentre.nhs.uk

Date of inspection visit: 30 May 2019  
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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 Rowlands Gill Medical Centre on 30 May 2019 because the provider had recently registered with CQC to deliver services from this location.

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.

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

- Take steps to ensure learning from significant events and complaints is shared across the practice.
- Take action to improve the uptake of cervical screening checks.
- Implement a system to audit clinical coding of hospital discharge letters by non-clinical staff.

**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

<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 Rowlands Gill Medical Centre

Rowlands Gill Medical Centre provides care and treatment to around 6,300 patients in the Rowlands Gill, High Spen, Chopwell and Winlaton Mill areas of Gateshead, Tyne and Wear. The practice is part of Newcastle Gateshead clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice is part of a corporate provider, CBC Health, which also holds the contracts for several other GP practices in the Gateshead area as well as the contract for the local out of hours service (Gatdoc). CBC Health took over Rowlands Gill Medical Centre in August 2018.

The practice provides services from the following address, which we visited during this inspection:

- The Grove, Rowlands Gill, NE39 1PW

The surgery is located in a converted two storey ex-residential property. There is a car park on site, an accessible WC, wheelchair and step-free access. All patient facilities are on the ground floor.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and GatDoc.

Patients can book appointments in person, on-line or by telephone.

The practice has:

- one salaried GP (female),
- two regular locum GPs (female),
- one advanced nurse practitioner (female),
- two nurse practitioners (female)
- one practice nurse (female),
- two healthcare assistants,
- a service manager, and
- four staff who carry out reception and administrative duties.

The practice has a higher than average proportion of patients over the age of 65 (26.8% compared to the national average of 17.3% and the CCG average of 16.1%) and a lower number of patients under the age of 18 (16.8% compared to the national average of 20.7% and the CCG average of 19.2%). Information taken from Public Health England placed the area in which the practice is located in the fifth less deprived decile. In general, people living in more deprived areas tend to have greater need for health services