

Birtley Medical Group

Inspection report

Durham Road
Birtley
DH3 2QT
Tel: 01914921022
www.birtleymedicalgroup.nhs.uk

Date of inspection visit: 20 May
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Birtley Medical Group on 20 May 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 14 March 2018, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

- *Is the practice Safe?*
- *Is the practice Effective?*
- *Is the practice Caring?*
- *Is the practice Responsive?*
- *Is the practice Well-Led*

How we carried out the inspection/review

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 and questionnaires.
- 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

Overall summary

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 have rated this practice as Good 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 though some areas required development.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. However not all patients were satisfied with the service they received.
- 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**:

- Continue to develop and improve accessibility for patients.
- Continue to develop and improve internal systems to ensure compliance with safety alerts over time.

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)	Good	
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 who spoke with staff using video conferencing facilities and undertook a site visit. 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 Birtley Medical Group

Birtley Medical group is located in Birtley at:

Durham Road

Birtley

DH3 2QT

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

The practice is situated within the Newcastle and Gateshead Clinical Commissioning Group (CCG) and delivers Primary Medical Services to a patient population of about 15800. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is a member of one of five primary care networks in the Gateshead area.

Information published by Public Health England report deprivation within the practice population group as 2609 out of 6900, the lower the score the higher the level of deprivation.

The practice population had a slightly higher prevalence for diabetes and obesity than the national average.

Over 3500 patients were older people, over 9000 were classed as working age adults and over 3000 were younger people.

There is a team of 10 GPs. The practice has a team of 6 nurses who provide nurse led clinic's for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice managers are based at the location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needed to see a patient face-to-face then the patient was offered that choice.

Extended access is provided by the practice from 7am to 8am Monday to Friday and also from 6:30pm to 8pm on a Wednesday.