

# Crawcrook Medical Centre

## Inspection report

Pattinson Drive

Ryton

NE40 4US

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[www.qegateshead.nhs.uk/hospitals/qe-gateshead](http://www.qegateshead.nhs.uk/hospitals/qe-gateshead)

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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

Requires Improvement



Are services safe?

Good



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Requires Improvement



# Overall summary

We carried out an announced comprehensive at Crawcrook Medical Centre on 17 and 31 August 2023. Overall, the practice is rated as requires improvement.

Safe – good.

Effective – good.

Caring - good

Responsive - requires improvement

Well-led - requires improvement

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Crawcrook Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection, we have carried out this inspection because the practice has reregistered with us as a new provider of GP services for this location. We also received information of concern regarding this provider.

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- We issued questionnaires to staff.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.
- Reviewing information received to CQC from patients regarding their experience of being a patient at the practice.
- Sending an email to members of the practice patient participation group for feedback

## 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 found that:

# Overall summary

- 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.
- We saw a large amount of work had been carried out by the new provider of services since they acquired the contract in September 2022. This included addressing access issues at the practice. However, although most patients reported they could access care and treatment in a timely way, we had concerns that some patients could not get through on the telephone or obtain appointments. We received several complaints and staff had concerns regarding this.
- There was effective leadership at the practice. However, from our staff questionnaires we identified that some staff were unhappy, some reported being stressed and anxious working at the practice, and that communication was poor and staff morale low.

We saw one area of outstanding practice which was;

- The practice sought to increase the number of identified carers at the practice. They carried out a clinical audit, carried out actions such as, education of staff and patients, developing and distributing educational materials, staff training, checking and analysing progress. The practice website contained information for carers. The practice for the last 9 months had worked with a local community centre which a focused-on health and wellbeing. The practice and charity worked together to set up a group providing social prescribing support for carers. All of the carers on the register received an invitation to the group. Attendees were offered refreshments, an opportunity to talk with link workers, the practice received positive feedback from patients saying it was good that someone else understood how it was to be a carer. This resulted in an increase from 5.9% to 7% of the practice population who were registered as carers.

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

- Continue to assess access to the practice for patients.
- Continue to address staff concerns regarding culture at the practice.
- Review the quality of medicines reviews.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health 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 who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Crawcrook Medical Centre

Crawcrook Medical Centre is located at Pattinson Drive, Ryton, Tyne and Wear, NE40 4US.

The practice has a branch surgeries at:

- Rowland Gill, The Grove, Rowlands Gill, NE39 1PW
- Blaydon, Shibdon Road, Blaydon, NE21 5NW
- Grange Road, Grange Road, Ryton, NE40 3LT

We visited all of these locations as part of our inspection.

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 offers services from both a main practice and a branch surgeries. Patients can access services at any surgery.

The practice is situated within the Newcastle Gateshead Integrated Care Board (ICB). This is part of a contract held with NHS England, which is an Alternative Provider Medical Services (APMS) contract.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the eighth lowest decile (8 of 10). The lower the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.8% White, 0.6% Mixed, 0.5% Asian and 0.1% Black.

The provider of the service is Reimagining General Practice GPMS Services Ltd, which is owned by a GP and a non-clinical manager both acting as chief medical officer and chief executive; the GP is the CQC registered manager.

There is a team of 10 salaried GPs (8 female and 2 male) who work across the practice sites, all work part time, varying hours, there is a vacancy for a full-time salaried GP. There are 7 advanced nurse practitioners, 5 practice nurses and 2 physicians associates. There is one full time clinical pharmacy post which is external to the practice. There are 5 healthcare assistants. There is a practice manager and an assistant and 3 operational leads. There are 21 reception and administration staff.

The practice is a training practice who have GP trainees allocated to the practice (fully qualified doctors allocated to the practice as part of a three-year postgraduate general practice vocational training programme).

The practice surgeries are open between 8am and 6pm at all sites Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice offers extended access appointments at

Crawcrook Medical Centre – 6.30 to 8pm – Monday to Friday

Blaydon Surgery 9am to 5pm on Saturday.

Out of hours services are provided by via the NHS 111 service.