

# Forge Medical Practice

## Quality Report

Pallion Park  
Pallion  
Sunderland  
Tyne and Wear  
SR4 6QE

Tel: 0191 510 9595

Website: [www.theoldforgesurgery.nhs.uk](http://www.theoldforgesurgery.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 service

Good



Are services responsive to people's needs?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Forge Medical Practice on 2 December 2016. The overall rating for the practice was good but requires improvement for providing responsive care. The full comprehensive report on the December 2016 inspection can be found by selecting the 'all reports' link for Forge Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 3 January 2018 to review in detail the actions taken by the practice to improve the quality of care. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

The practice is now rated as good for providing responsive services, and overall the practice is rated as good.

Our key findings were as follows:

- At our previous inspection on 2 December 2016, we told the provider that they should make improvements in some areas. These included the arrangements for fire safety, quality improvement and access to services. We saw at this inspection that some improvements had been made.
- The practice had ensured that staff knew what to do in the event of a fire by carrying out a fire drill.
- The practice had taken steps to improve their cervical screening uptake rate. They had reviewed the letter

they sent to patients who had not responded to invitations to attend for a screening test; they had also started to write to women aged 25 when they became eligible for the screening programme. However, these steps had not yet been successful. Data for 2016/2017 showed the practice had achieved 71%, which was a decrease of 2% since we last inspected the practice.

- The practice had taken action to address concerns raised by patients about access to services, for example, additional clinical staff had been employed. They continued to monitor patient satisfaction in this area to determine if the changes they had made since data was collected for the July 2017 National GP Patient Survey have resulted in increased patient satisfaction with access to services.
- The practice had continued to improve their performance relating to patients diagnosed with cancer being offered reviews within appropriate timescales. Data for 2016/2017 showed the practice had achieved 89%; an improvement of 16% since we last inspected the practice. The practice showed us data which indicated they would achieve a similar standard for 2017/2018.

There was one area of practice where the provider should make improvements.

- Continue in their efforts to increase the uptake for cervical screening programme.

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

# Summary of findings

## Areas for improvement

### Action the service **SHOULD** take to improve

- Continue in their efforts to increase the uptake for cervical screening programme.

# Forge Medical Practice

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The inspection was led by a CQC inspector.

## Background to Forge Medical Practice

Forge Medical Practice is registered with the Care Quality Commission (CQC) to provide primary care services. The practice provides services to around 10,200 patients from one location. We visited this location during our inspection:

- Forge Medical Practice, Pallion Park, Pallion, Sunderland, Tyne and Wear, SR4 6QE.

The practice is located in a purpose-built single storey building. It also offers on-site parking, disabled parking, a disabled WC, wheelchair and step-free access. The practice merged with Eden Terrace Surgery, another local practice, in October 2016, onto the one site at Forge Medical Practice.

The practice has two GP partners (two male and one female), one salaried GP and three long-term locum GPs. There is one advanced nurse practitioner (female), four practice nurses (female) and a health care assistant. The practice employed two practice managers, one assistant practice manager, 15 administrative staff and two domestics.

The practice is open at the following times:

- 8am to 6pm each weekday.

Appointments were available between:

- 8:30am and 5:40pm each weekday.

A duty doctor is available each day until 6pm. The practice is able to book extended hours appointments for patients at four local health centres between 6pm and 8:30pm each weekday, between 9am and 5:30pm on weekends and between 10am and 2pm on bank holidays.

The telephones are answered by the practice during their opening hours. This information is also available on the practice's website. The service for patients requiring urgent medical care out of hours is provided by the NHS 111 service and Vocare, which is locally known as Northern Doctors Urgent Care Limited.

The practice is part of NHS Sunderland clinical commission group (CCG). Information from Public Health England placed the area in which the practice is located in the third more deprived decile. In general, people living in more deprived areas tend to have greater need for health services. The average male life expectancy is 76 years, which is lower than the England average of 79 years and the average female life expectancy is 81 years, which is lower than the England average of 83 years. The percentage of patients reporting with a long-standing health condition is lower than the national average (practice population is 47 % compared to a national average of 54.0%).

## Why we carried out this inspection

We undertook a comprehensive inspection of Forge Medical Practice on 2 December 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing responsive care and good overall. The full comprehensive report following the inspection on 2 December 2016 can be found by selecting the 'all reports' link for Forge Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up focused inspection of Forge Medical Practice on 3 January 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

At our previous inspection on 2 December 2016, we rated the practice as requires improvement for providing responsive services as the arrangements in respect of access to the service did not meet the needs of patients.

When we undertook a follow up inspection on 3 January 2018, we found the arrangements had improved. Additional clinical staff have been employed and a patient survey is currently being completed. The practice is now rated as good for providing responsive services.

### Timely access to the service

When we inspected the practice in December 2016, we found that National GP Survey result for patient satisfaction regarding waiting times at the surgery was below average, and the results had been low in the previous two surveys. Managers were unclear as to the reason behind this.

When we inspected the practice in January 2018 we found:

- The practice had taken action to address the concerns raised by patients. They continued to monitor patient satisfaction in this area to determine if the changes they had made since data was collected for the July 2017 National GP Patient Survey had resulted in increased patient satisfaction with respect to access to services.

Results from the July 2017 annual national GP patient survey showed that patients' satisfaction with how they could access care and treatment was mixed compared to local and national averages. (208 surveys were sent out and 126 were returned. This represented about 1.2% of the practice population).

Of the patients who responded to the survey:

- 72% were able to get an appointment to see or speak to someone the last time they tried; compared with a clinical commissioning group (CCG) average of 83% and a national average of 84%. This showed a decrease of 6% since the last inspection.

- 75% said the last appointment they got was convenient; compared with a CCG average of 82% and a national average of 81%. This showed a decrease of 19% since the last inspection.
- 89% of patients were satisfied with opening hours; compared with a CCG average of 80% and a national average of 76%. This showed an improvement of 18% since the last inspection.
- 72% found it easy to get through to this surgery by phone; compared with a CCG average of 75% and a national average of 71%. This showed a decrease of 4% since the last inspection.
- 61% described their experience of making an appointment as good; compared with a CCG average of 74% and a national average of 73%. This showed a decrease of 9% since the last inspection.
- 51% felt they do not normally have to wait too long to be seen; compared with a CCG average of 62% and a national average of 58%. This showed an improvement of 2% since the last inspection.

Since the data for this survey was collected, the practice have appointed additional clinical staff, and it is hoped that this change will improve access for patients. A new part-time salaried GP has worked two days a week since September 2017; they have also recruited an additional part-time nurse who has worked 26.5 hours per week since June 2017. The practice pharmacist was available to carry out medication reviews for patients.

The practice had worked to reduce the number of appointments where patients do not attend. They now contact patients who repeatedly do not attend for appointments when this is appropriate. A text message reminder service has been introduced. The practice has also introduced telephone appointments.

We checked with the practice and the practice told us the next available routine GP appointment was in six working days and the next nurse appointment was in seven working days. Emergency on the day appointments were also available each day the practice was open.