

South Hylton Surgery

Inspection report

2 Union Street
South Hylton
Sunderland
SR4 0LS
Tel: 01915166076

Date of inspection visit: 20 and 26 April 2022
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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?	Outstanding	

Overall summary

We carried out an announced inspection at South Hylton Surgery on 20 and 26 April 2022. Overall, the practice is rated as Good.

The ratings for the key questions are:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Outstanding

This is the first time we have inspected this practice under the current registered provider, Sunderland GP Alliance Limited.

The practice was previously registered under the provider known as South Hylton Surgery. The full reports for previous inspections can be found by selecting the 'all reports' link for South Hylton Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to check how the practice was meeting essential standards and to inspect and rate it following the new registration with the Care Quality Commission. As this was an inspection of a new registration, we inspected all five key questions. These are: is the practice safe, effective, caring, responsive, and well led?

How we carried out the inspection

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 phone calls and video conferencing
- 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

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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

We found that:

- Patients were protected by a strong safety system, with a focus on openness and transparency.
- There were comprehensive systems in place to keep patients safe, which take into account current best practice.
- There was a proactive approach to anticipating and managing risks. Innovation was encouraged to achieve sustained improvements.
- 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 recognised it had sometimes been a challenge for patients getting through by telephone to make an appointment. They continued to seek ways to improve and support good access for patients.
- The leadership governance and culture at the practice were improving the delivery of high-quality, community focused, person-centred care.
- There were high levels of staff satisfaction. Staff were proud of the organisation and there were high levels of staff engagement. Leaders endeavoured to motivate staff.
- There was a clear and proactive approach to seeking new ways to provide care and treatment.

We saw examples of outstanding practice:

- The provider had set up a 'patient intervention team' of allied healthcare professionals to increase support to vulnerable patients across their three practices and to free up more appointments with GPs.
- The practice had carried out a significant amount of audits and other quality improvement work to enhance patient care.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated 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 South Hylton Surgery

South Hylton Surgery is located in Sunderland Tyne and Wear and provides services from, 2 Union Street, South Hylton, Sunderland, SR4 0LS

The provider is Sunderland GP Alliance, which is owned by the GP practices of Sunderland and helps GPs work collaboratively for the benefit of patients and staff. They are a 'not-for-profit' organisation, ensuring any surplus is reinvested back into better services for patients. Services provided include GP practices, extended access services, and clinical pharmacist provision.

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

The practice is situated within the Sunderland Clinical Commissioning Group (CCG) and delivers a general medical services contract (GMS) to a patient population of about 4,170. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the third most deprived decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.5% White 1.7% Asian, 0.5% Mixed, 0.2% Black, and 0.1% Other.

The provider had teams of staff which support their three GP practice's remotely, this included, an IT workflow team, quality and outcomes framework (QOF) team, medicines management and a medical secretary hub.

There are two salaried GPs working at the practice (one female and one male) providing 17 sessions per week. The practice has one advanced paramedic practitioner providing eight sessions per week, one practice nurse, eight sessions per week. There are two nurse associates, one of whom is a trainee and one phlebotomist. There is a team of reception/administration staff. There are team members who work across the providers GP practice sites, which includes, two practice managers, a safeguarding lead, mental health practitioner, social worker and a pharmacist.

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 triaged. If the GP needs to see a patient face-to-face then they arrange this with the patient.

Extended access is provided locally by the provider under a separate contract, where late evening and weekend appointments are available. This service offers pre-bookable appointments for patients who require urgent attention at five hub sites across the local CCG area, the hours are:

- 6pm – 8:30pm: Monday to Friday
- 9am – 5pm: Saturday, Sunday and Bank Holidays

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