

Oakfields Health Group

Inspection report

Hamsterley Colliery
Newcastle Upon Tyne
Tyne and Wear
NE17 7SB
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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?

Outstanding 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Oakfields Medical Group on 5 February 2020 as the practice had changed its registration from a single-handed practice to a partnership. This was a comprehensive inspection covering all five of the domains.

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.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Outstanding

Are services responsive? – Good

Are services well-led? – Good

We have rated the practice as outstanding for providing caring services because:

- People are truly respected and valued as individuals and are empowered as partners in their care, practically and emotionally, by an exceptional and distinctive service.
- People feel really cared for and that they matter.
- People value their relationships with the staff team and feel that they often go ‘the extra mile’ for them when providing care and support.

We found that:

- The practice had systems to keep clinicians up to date with current evidence-based practice.
- We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance.
- Care was delivered and reviewed in a coordinated way when different teams, services or organisations were involved.

- There was a clear ethos of working in partnership to meet the needs of patients, particularly those most vulnerable and most at risk of otherwise not having good access to healthcare.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Patients found the appointment system easy to use and reported access to appointments was very good.
- The practice had a programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided. We saw this was integral to how the practice monitored and improved the way they worked.
- We found staff had the knowledge and skills needed to provide effective care.
- There was a clear vision and strategy to deliver high quality, sustainable care.
- The practice was clearly linked in with other organisations to help them deliver effective, targeted, coordinated health care to their population.
- There were arrangements in place to support good governance and management.
- The practice had an in-depth knowledge of their own performance. Where areas for improvement were identified the practice developed and implemented action plans to support improvements.
- The practice culture was clearly to innovate to support sustainability and good quality care.

We saw examples of outstanding practice:

- The leadership governance and culture at the practice drove and improved the delivery of high-quality person-centred care.
- There were high levels of staff satisfaction. Staff were proud of the organisation as a place to work.
- The practice had carried out a significant number of audits and other quality improvement work to enhance patient care. One example included the two year review that had taken place in respect of capacity and demand. As a result, better patient access had been achieved.
- Patient survey responses were extremely positive, with high satisfaction percentages. This related to a number of areas including the number of patients who were positive about getting through to the practice by phone.
- Patients with mental health needs including dementia were well monitored and reviewed.

Overall summary

- Patients with dementia were proactively referred to the memory clinic for formal assessment and diagnosis and access to support services. The practice had one of the highest diagnosis and care plan rates in the County.

The area where the provider **should** make improvements are:

- Fully implement and embed the systems for checking and monitoring of prescription stationery into the practice.

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)	Outstanding	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor a pharmacy inspector and a second CQC inspector.

Background to Oakfields Health Group

Oakfields Health Centre is situated in Hamsterley Colliery, Newcastle-upon-Tyne, NE17 7SB, with a branch site, Dipton Surgery, 13 Front St, Dipton, Stanley DH9 9DA. The practice is part of a larger group (Oakfields Health Group). The principal GP owns both practices. They have a Personal Medical Services (PMS) contract and also offer enhanced services for example; extended hours.

The practice covers the area of Consett, north west Durham and surrounding areas. The branch site is a dispensing practice.

There are 7445 patients on the practice list and the majority of patients are of white British background. The practice catchment area is classed as 6 out of 10 in the Indices of Multiple Deprivation (The lower the Indices of Multiple Deprivation (IMD) decile the more deprived an area is).

Oakfields Health Centre and Dipton Surgery are modern purpose-built practices and have good transport links and car parking facilities.

There are two GP partners, one male and one female, three salaried GPs (two female and one male), two advanced care practitioner (female), two practice nurse (female), a specialist practitioner (female), two health care assistant (female), a business manager, an office manager, a dispensary manager, three dispensers, a range of secretary and administrative staff and a housekeeper.

The practice is open between 8.30am and 6pm on Mondays, Tuesdays, Wednesdays and Fridays and 8.30am to 12.30pm on a Thursday. Patients requiring care on a Thursday afternoon are able to attend the other location at Dipton. Appointments are from 8.30am daily. Extended hours appointments are offered on Wednesdays between 6pm and 8.15pm. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service (111) provided by County Durham and Darlington Foundation Trust (Commissioned by North Durham Clinical Commissioning Group (CCG).