

Dr Thorniley-Walker and Partners

Inspection report

The Medical Centre
Gibson Court
Boldon Colliery
Tyne and Wear
NE35 9AN
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Thorniley-Walker and Partners on 12 December 2018 as part of our inspection programme.

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 and good for all population groups. (Previous rating June 2015-Good)

We found that:

- 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.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way. GP patient survey results were all above local and national averages for how easy patients found it to access appointments.
- 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 a systematic practice wide approach to clinical audit, to clearly demonstrate improvement in patient outcomes.
- Carry out a formal risk assessment of identified hazards, such as the stone statue in a patient accessible area.

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

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

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.
The team included a GP specialist adviser.

Background to Dr Thorniley-Walker and Partners

Dr Thorniley-Walker and Partners is registered with the Care Quality Commission to provide primary care services. The practice provides services to around 6,600 patients from one location at The Medical Centre, Gibson Court, Boldon Colliery, Tyne and Wear, NE35 9AN. We visited this address as part of the inspection.

The practice is part of NHS South Tyneside clinical commissioning group (CCG). Deprivation indicators place this practice in an area with a score of five out of ten. A lower number means an area is more deprived. People living in more deprived areas tend to have greater need for health services. This practice had lower levels of deprivation when compared to the CCG average and England average. The practice has higher numbers of patients aged 65 and over compared to CCG and England averages.

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

The practice is located in a purpose built two storey building which is shared with one other practice. All patient facilities are on the ground floor. There is on-site parking, disabled parking, a disabled WC, wheelchair and step-free access.

The practice comprises 2 GP partners, a salaried GP, and also uses long term locums. There is one nurse practitioner, one practice nurse, and a healthcare assistant. These are supported by a team of administrative and management staff. The practice is a training practice, although there were no GP trainees there at the time of our inspection. A GP Registrar, or trainee, is a qualified doctor who is training to become a GP through a period of working and training in a practice. They work under supervision of a senior GP or trainer.