

Rickleton Medical Centre

Inspection report

Office Row
Washington
Tyne And Wear
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Date of inspection visit: 11 February 2019
Date of publication: 06/03/2019

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 at Rickleton Medical Centre on 11 February 2019. This was as part of our ongoing 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 rated this practice as good overall and good for all population groups .

We inspected the practice when it was previously registered as a partnership and rated them as good overall and for all population groups (May 2016). The staffing and management arrangements within the practice had not changed. The new registration was to reflect contractual changes within the practice.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care they provided. They ensured that care and treatment was delivered according to evidence- based guidelines. The practice

had achieved 93.1% of the points available within the Quality and Outcomes Framework for providing recommended treatments for the most commonly found clinical conditions. They had high uptake of childhood immunisations and cancer screening initiatives.

- The practice had a strong approach to training and development and actively encouraged staff to take up development opportunities.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it. The National GP Patient Survey showed there were high levels of patient satisfaction with how they could access the service.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Develop formal risk assessments to document the decisions to not stock some emergency medicines and spare defibrillator pads.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Rickleton Medical Centre

The Care Quality Commission (CQC) registered Dr Olagoke Ayodele Aiyegbayo to provide primary care services to around 2,300 patients from one location, which we visited as part of this inspection:

- Rickleton Medical Centre, Office Row, Washington, Tyne And Wear, NE38 9EH

Rickleton Medical centre provides care and treatment to patients of all ages, based on a General Medical Services (GMS) contract agreement for general practice. The practice is part of the NHS Sunderland clinical commissioning group (CCG).

The practice is led by an individual GP (male). Additionally, the practice employs a practice nurse (female) and a practice manager. There was also a team of reception and administration staff, some of which carry out healthcare tasks such as phlebotomy.

The practice was previously registered as a partnership, with the GP as a clinical partner and the practice manager as a non-clinical partner. We inspected the practice when it was registered as a partnership and rated them as good overall (May 2016). Dr Aiyegbayo registered as an individual in April 2018 following contractual changes.

NHS 111 service and Vocare Limited (known locally as Northern Doctors Urgent Care) provide the service for patients requiring urgent medical care out of hours.

Information from Public Health England placed the area in which the practice is located in fifth least deprived decile. In general, people living in more deprived areas tend to have a greater need for health services. Average male life expectancy at the practice is 79.6 years, compared to the national average of 79.2 years. Average female life expectancy at the practice is 81.4 years, compared to the national average of 83.2 years.

97.2% of the practice population were white, 0.6% were mixed race, 1.8% were Asian, 0.2% were black and 0.2% were other races.

At 56.6%, the percentage of the practice population reported as having a long-standing health condition similar to the CCG average of 57.7% and national average of 51.2%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

90.2% of the practice population were white, 1.5% were mixed race, 6.3% were Asian, 0.6% were black and 1.4% were other races.