

The Garth Surgery

Inspection report

Rectory Lane
Guisborough
Cleveland
TS14 7DJ
Tel: <xxxx xxxxx xxxxxx>
www.thegarthsurgery.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 location

Good 

Are services safe?

Requires improvement 

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 The Garth Surgery on 23 January 2019 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.

We found that:

- The practice needed to make improvements to some systems 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.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Ensure care and treatment is provided in a safe way to patients

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.

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 advisor.

Background to The Garth Surgery

The Garth Surgery is located at Rectory Lane, Guisborough, Cleveland, TS14 7DJ. Situated in the north east of England, Guisborough is a small historic market town which has good transport links and is accessed by major roads. There is a medical practice located immediately next door to The Garth Surgery, in addition to a pharmacy.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, treatment of disease, disorder or injury, and surgical procedures. These are delivered from a single site.

The Garth Surgery is situated within the South Tees Clinical Commissioning Group (CCG) and provides services to around 10,800 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has five GP partners, (two males and three females) and three salaried GPs, (three females). The practice is a teaching practice. In addition to the GPs, there are three practice nurses, three nurse practitioners (all female) and three female health care assistants. There are several administration staff.

The practice opens from 8.00am – 6.00pm Monday to Friday. The practice closes at 2.00pm every Tuesday for protected staff learning and reopens at 4.30pm until 8pm. There are Saturday appointments held at The Garth Surgery which opens at 8.30am till 11.00am.

The practice is part of the wider network of GP practices who have formed a federation within South Tees CCG (ELM Alliance). ELM Alliance Limited is commissioned by South Tees CCG to operate the extended hours GP service (with appointments during the evening and out of hours) across South Tees. The service operates from 6pm until 8am every day. From 6pm until 9.30pm extended hours appointments are available at four hubs across the borough. Two of the hubs deliver services during the night. Patients can access this service via the NHS 111 service.

There are a higher than average number of patients over the age of 65 years, and fewer patients aged under 18 years, than the national average. The National General Practice Profile states that 99% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of

deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

During the inspection we became aware of an incident that may have warranted notification to CQC under The Care Quality Commission (Registration) Regulations 2009. We will continue to explore this outside of the inspection reporting process.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment.
Surgical procedures	Infection and prevention control activity needed to be improved; with additional training for the lead person, increased clinical observation and audit.
Treatment of disease, disorder or injury	Sepsis awareness and training needed to be undertaken to ensure that all staff could adequately identify the signs and symptoms of sepsis.
	A system to ensure that patients on high risk medicines are regularly reviewed needed to be implemented.
	The accessibility of Emergency medicines needed to be improved.
	Patient Group Directions needed to be authorised by a manager or clinical lead.
	A process for tracking blank prescriptions through the practice needed to be developed.