

Park Surgery

Inspection report

One Life
Linthorpe Road
Middlesbrough
TS1 3QY
Tel:

Date of inspection visit: 28 April 2021

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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?

Good 

Overall summary

We carried out an announced review at Park Surgery on 28 April 2021. Overall, the practice is rated as good (Previous rating September 2019 – Good).

The rating for the key question we reviewed is:

Effective – Good (Previous rating September 2019 – Good)

We also rated the practice as good for the effectiveness of care for people experiencing poor mental health.

Following our previous inspection on 19 September 2019, the practice was rated Good overall and for all key questions but was rated as requires improvement for the population group of people experiencing poor mental health.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park Surgery on our website at www.cqc.org.uk

Why we carried out this review

This review was a follow-up review of information without undertaking a site visit to follow up on:

- The effectiveness of the practice for the population group people experiencing poor mental health
- The improvements made to the quality assurance processes, particularly related to complaints and significant events.
- All other ratings were carried forward from the September 2019 inspection.

How we carried out the review

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 reviews differently.

We carried out this review remotely as we did not need to visit the site to determine the improvements made by the practice. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting an interview with lead staff using video conferencing.
- Requesting evidence from the provider.

Our findings

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

- what we found when we reviewed the evidence
- 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.

Overall summary

We found that:

- The practice had made improvements to the way they recalled and supported patients experiencing poor mental health to access reviews and health checks. The practice assessed and monitored the physical health of people with mental illness, severe mental illness, and personality disorder by providing access to health checks, interventions for physical activity, obesity, diabetes, heart disease, cancer and access to 'stop smoking' services.
- The practice had improved those areas we said they should at the September 2019 inspection. They had implemented improved quality assurance processes, including more systematic and planned reviews of complaints, significant events and clinical audits.

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)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed evidence provided by the practice remotely.

Background to Park Surgery

The Park Surgery is located in Middlesbrough at:

One Life, Linthorpe Road, Middlesbrough, Cleveland, TS1 3QY.

The provider also has another separate location registered at Thorntree Surgery in Middlesbrough. The latest report for this location can be found by selecting the 'all reports' link for Thorntree Surgery on our website at www.cqc.org.uk

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

The practice is situated within the South Tees Clinical Commissioning Group (CCG) and delivers services to around 10,400 patients under the terms of a General Medical Services (GMS) contract. This is part of a contract held with NHS England.

The practice is part of a wider federation of GP practices (ELM Alliance) and is part of a primary care network with some other local practices within the CCG area.

Information published by Public Health England report deprivation within the practice population group as high. It's the 413 most deprived practice area (out of 6,900) and the 9th most deprived CCG area (out of 191). The National General Practice Profile states that 17.2% of the practice population is from an Asian background (11.3%), black (2%), mixed (2.1%) or other non-white (1.8%) ethnic groups. The majority of patients are of working age (64.7%), which is slightly higher percentage than the CCG area (at 60.2%) and England average (at 62.2%). There are lower numbers of older people (at 13.2%), compared to the CCG (18.8%) and England (17.6%).

The practice has two GP partners and registered with the CQC in 2013. In addition to the GP partnership, the practice employs; two salaried GPs, several locum GPs, three Advanced Nurse Practitioners, four Practice Nurses, one Nurse Associate and two Healthcare Assistants. There is a practice manager and a team of administration and reception staff.

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 telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment for this.

The practice is open between 8.00am to 6.00pm Monday to Friday. Appointments are from 9.00am to 5.50pm daily. The practice closes on a Tuesday between 1pm and 2pm for staff training or meetings, the phone line is transferred and is always answered so any urgent queries are dealt with. When the practice is closed patients are directed to contact the South Tees Access and Response Service (STAR) service by telephoning the NHS 111 line. This offers appointments from 6pm to 9.30pm Monday to Friday and 8am to 9.30pm on weekends and Bank Holidays