

Upper Eden Medical Practice

Inspection report

The Health Centre
Silver Street
Kirkby Stephen
Cumbria
CA17 4RB

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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 effective?

Good



Overall summary

We carried out an announced comprehensive inspection at Upper Eden Medical Practice on 15 March 2019. The overall rating for the practice was good, but it was rated as requires improvement for the population group Working age people (including those recently retired and students). The full comprehensive report on the March 2019 inspection can be found by selecting the 'all reports' link for Upper Eden Medical practice on our website at .

This inspection was a desk-based review carried out on 16 July 2020 to confirm that the practice was improving cancer reviews and detection rates. This report covers our findings in relation to those requirements.

The practice remains rated as Good overall and has improved its rating of Requires improvement for the population group Working age people (including those recently retired and students) to Good.

Our key findings were as follows:

- The practice had improved their uptake of cancer reviews significantly.
- The practice had improved their cancer detection rates to acceptable levels in line with the national and local averages.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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

This inspection was carried out by a CQC inspector.

Background to Upper Eden Medical Practice

Upper Eden Medical Practice is located in Kirkby Stephen in Cumbria. The main surgery is in Kirkby Stephen and there are branch surgeries in Brough and Tebay.

The practice provides primary medical care services to patients living in and around these areas from the following addresses.

- The Health Centre, Silver Street, Kirkby Stephen, Cumbria, CA17 4RB.
- Main Street, Brough, Kirkby Stephen, Cumbria, CA17 4AY.
- Off Church Street, Tebay, Cumbria, CA10 3SP

The practice is based at ground floor level at the main surgery and both branch surgeries. There is on-site parking, including disabled parking bays, and step-free access. The practice provides services to just under 6,700 patients of all ages based on a General Medical Services (GMS) contract agreement for general practice. The

practice is part of NHS North Cumbria clinical commissioning group (CCG) and is within an area of relatively low levels of deprivation. The practice population is made up of a higher than average proportion of patients over the age 65 (27.8% compared to the national average of 17.3%).

The practice has five GP partners and two salaried GPs (three male and four female GPs in total), one nurse practitioner, three practice nurses, two health care assistants and two assistant practitioners, a practice manager, a dispensary manager, plus a number of dispensary staff and staff who complete secretarial, administrative and reception duties.

When the practice is closed patients can access out-of-hours care via Cumbria Health on Call (CHoC) and the NHS 111 service.