

Chainbridge Medical Partnership

Inspection report

Shibdon Road
Blaydon on Tyne
Tyne and Wear
NE21 5AE

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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 Chainbridge Medical Partnership on 15 January 2019 as part of our inspection programme.

At the last inspection in January 2015 we rated the practice as good overall and as good for delivering safe, effective, caring, responsive and well-led services. However, it was rated as outstanding for the population group relating to people experiencing poor mental health because:

- The practice Quality Outcomes Framework (QOF) attainment in relation to ensuring patients with a mental health condition were higher than local and national averages.
- They had a higher than average attainment in ensuring patients with a mental health condition had a comprehensive care plan.

We have 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 with the exception of the population group relating to people with long term conditions which has been rated as outstanding.

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw several areas of outstanding practice including:

- The practice cared for and monitored 91% of their diabetic patients in-house without the need for

secondary care intervention which included an insulin initiation service. As they had felt that QOF attainment in relation to diabetes could improve the practice had introduced a monthly audit system to ensure diabetic patients were receiving appropriate and regular monitoring. The practice also held a monthly diabetes meeting and six weekly meetings with diabetic consultants and specialist nurses.

- They had an effective system in place to monitor patients prescribed high-risk medicines. They had a programme of weekly, monthly and quarterly medicine searches to ensure patients were receiving appropriate monitoring.
- The practice had a comprehensive and effective programme of meaningful clinical audit activity which could demonstrate improvements to patient care and outcomes. This was of particular benefit to patients with long term conditions on regular medication.
- They had developed a 'patient notes safety system' which helped to ensure that vulnerable patients were not missing monitoring, health or medication reviews or missing appointments. This was checked daily by either the practice manager or assistant practice manager.
- The practice regularly employed apprentices as part of their non-clinical staffing team and supported them with training and in obtaining National Vocational Skills Qualifications. Several of their apprentices had either become permanent members of staff or progressed to posts or advanced qualifications in the health care sector. The practice had been recognised by the National Skills Academy for their work in supporting apprentices

Whilst we found no breaches of regulations, the provider **should:**

- Establish a patient's participation group and seek members views in relation to the future running and development of the practice.

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	Outstanding 
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 and a further GP specialist advisor who was shadowing the inspection for development purposes.

Background to Chainbridge Medical Partnership

Chainbridge Medical Partnership provides care and treatment to approximately 11,300 patients of all ages from the Blaydon and surrounding areas of Gateshead, Tyne and Wear. The practice is part of NHS Newcastle Gateshead Clinical Commissioning Group and operates on a General Medical Services (GMS) contract.

The practice provides services from the following address, which we visited during this inspection:

Chainbridge Medical Partnership

Shibdon Road

Blaydon on Tyne

Tyne and Wear

NE21 5AE

The practice is located in purpose built two storey premises which opened in 2014. All consultation rooms are on the ground floor and there is good access for patients with mobility issues. A free car park is available at a neighbouring supermarket which included disabled parking spaces. Disabled parking was also available on request in the staff car park.

Patients can book appointments in person, on-line or by telephone. Opening hours are as follows:

Monday and Thursday – 8am to 7.30pm

Tuesday, Wednesday and Friday – 8am to 6pm

Appointments start when the practice opens, and the last appointment is fifteen minutes before closing time.

Patients registered are also able to access extended hours appointments with a GP from 8am to 8pm on a Monday to Friday and from 9am to 2pm on a weekend and bank holidays at one of two local extended access facilities (Extra Care Blaydon and Extra Care Central Gateshead).

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and GatDoc.

The practice has:

- 8 GP partners (5 whole time equivalents – four male and four female)
- 3 practice nurses (2.5 whole time equivalents – all female)
- 3 healthcare assistants (2.4 whole time equivalents – all female)

- 18 non-clinical members of staff including a practice manager, assistant practice manager, systems and information manager, practice administrator, receptionists, secretaries and cleaners.

The practice is a teaching and training practice for registrars, 5th year medical, nursing and pharmacy students.

The average life expectancy for the male practice population is 78 (CCG average 77 and national average 79) and for the female population 82 (CCG average 82 and national average 83). 19.3% of the practices' patient population are in the over 65 age group.

At 63%, the percentage of the practice population reported as having a long-standing health condition was

higher than the local Clinical Commissioning Group (CCG) average of 53% and national average of 51%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 63% the percentage of the practice population recorded as being in paid work or full-time education was comparable with the CCG average of 63% and national average of 62%. The practice area is in the sixth most deprived decile. Deprivation levels affecting children were lower than local and national averages. Deprivation levels affecting adults were lower than the local average and comparable with the national average.