

Crawcrook Medical Centre

Inspection report

Pattinson Drive
Ryton
Tyne and Wear
NE40 4US
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<http://www.crawcrookmedicalcentre.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?

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 Crawcrook Medical Centre on 18 June 2019 because the provider had recently registered with CQC to deliver services from this location.

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 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.

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

- Take steps to ensure investigations into significant events are completed fully and the outcomes are clearly documented.
- Continue to re-establish relationships with patient participation group.
- Log prescription stationary when stock is taken for use.
- Add a step to the process for sharing safety alerts to show when action has been taken and by whom.

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.
The team included a GP specialist advisor.

Background to Crawcrook Medical Centre

Crawcrook Medical Centre provides care and treatment to around 6,935 patients in Gateshead, Tyne and Wear. The practice is part of Newcastle Gateshead clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice is part of a corporate provider, Medicus General Practice Ltd, which itself is part of the CBC Health group. The provider holds the contracts for three other GP practices in the Gateshead area, while CBC Health holds the contract for the local out of hours service (Gatdoc). CBC Health took over Crawcrook Medical Centre in August 2018.

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

- Pattinson Drive, Crawcrook, Ryton, NE40 4US

The practice did have a branch surgery, known as Greenside Surgery but this closed in May 2017 following a period of public consultation.

The practice is located in purpose-built accommodation which opened in 2012. All reception and consultation rooms are fully accessible for patients with mobility issues. Dedicated parking spaces are available to the side and rear of the building, there is car park and on street parking available nearby.

The practice is open on a Monday to Friday from 8am to 6pm but practice doors are opened at 7.50am. Appointment times run from 8am to 5.30pm.

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

Patients can book appointments in person, on-line or by telephone.

The practice has:

- three salaried GPs,
- six regular locum GPs,
- one nurse practitioner;
- two practice nurses;
- two healthcare assistants;
- a service manager;
- a reception/admin supervisor;
- a secretary/patient liason/IT lead, plus another secretary;
- seven reception staff;
- and an apprentice.

The practice's age distribution profile showed fewer patients under the age of 40 than the national average and a higher number of patients in the over 40 age groups. Average life expectancy for the male practice population was 79 years and for the female population 83 which were both the same as the national averages.

57% of the practice population were recorded as having a long standing health condition (CCG average 55% and national average 53%) Higher percentages may result in

an increased demand for primary health services. 64% of the practice population were recorded as being in paid work or full-time education (CCG average 60% and national average 63%).