

Newgate Medical Group

Inspection report

Newgate Street
Worksop
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www.newgatemedicalgroup.co.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 responsive to people's needs?

Requires Improvement



Overall summary

We undertook a targeted assessment of the responsive key question at Newgate Medical Group. The rating for the responsive key question is Requires Improvement. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe – Not inspected, rating of Good carried forward from previous inspection

Effective - Not inspected, rating of Good carried forward from previous inspection

Caring - Not inspected, rating of Good carried forward from previous inspection

Responsive – Requires Improvement

Well-led - Not inspected, rating of Good carried forward from previous inspection

Following our previous inspection from August 2022, the practice was rated requires improvement for responsive. The practice was rated as good for safe, effective, caring and well-led.

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

Why we carried out this inspection

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

How we carried out the inspection/review

- This assessment was carried out without a site visit
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

Our findings

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 found that:

- Patient satisfaction with accessing the practice by phone and their appointment system has been below local and national averages over several years. The practice had an action plan for improvement. This included a new appointments system and updated telephone system. Early feedback suggested that this was improving access to services.

Overall summary

- Complaints were satisfactorily handled in a timely way.

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

- Continue to review and improve patient satisfaction with access by phone and appointment availability.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Newgate Medical Group

Newgate Medical Group is located in Worksop at:

Newgate Street,
Worksop,
Nottinghamshire,
S80 1HP

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

The practice is situated within the Nottingham & Nottinghamshire Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 30,069. This is part of a contract held with NHS England. The practice is the sole practice within the Newgate primary care network (PCN).

The practice scores 4 on the deprivation measurement scale: the deprivation scale goes from 1 to 10, with 1 being the most deprived. People living in more deprived areas tend to have a greater need for health services.

The practice is run by 9 GP partners (7 male and 2 female). The clinical team also consists of a team of nurses, and other healthcare professionals including advanced care practitioners and pharmacists. The clinical team are supported by a practice manager and a team of administration and reception staff.

The practice is open between 8am to 6.30pm Monday to Friday and 8 am to 5pm on Saturdays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice provides an extended access service, where late evening and weekend appointments are available. Out of hours services are provided by Bassetlaw Hospital.