

# Redburn Park Medical Centre

## Inspection report

15 Station Road  
Percy Main  
North Shields  
Tyne and Wear  
NE29 6HT

Tel: 0191 2961456  
[www.redburnpark.co.uk](http://www.redburnpark.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 safe?

Good



# Overall summary

We carried out an announced focused inspection at Redburn Park Medical Centre on 25 April 2019 to check that the practice had made improvements following our previous inspection in January 2019.

At the last inspection on 30 January 2019 we rated the practice as requires improvement for providing safe services because:

- The practice did not have appropriate systems in place for the safe management of medicines.
- There were gaps in the systems to assess the risk of, prevent, detect and control the spread of infections.

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 (previous rating – January 2019 good) and now good for providing safe services.**

We rated the practice as **good** for providing safe services because:

- The practice had taken action to address all concerns and had implemented safe arrangements to manage infection control and medicines.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Redburn Park Medical Centre

Redburn Park Medical Centre provides care and treatment to around 5,400 patients in North Shields, Tyne and Wear. The practice is part of North Tyneside clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited as part of the inspection:

- 15 Station Road, Percy Main, North Shields, Tyne and Wear, NE29 6HT

The surgery is located in single-storey purpose-built premises. There is a car park, an accessible WC, wheelchair and step-free access.

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

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare (known locally as Northern Doctors Urgent Care).

The practice has:

- two GP partners (one female and one male),
- three salaried GPs (all female),
- two practice nurses (both female),
- a practice manager,

- six staff who carry out reception and administrative duties (two of whom are also healthcare assistants), and
- a pharmacist.

The practice is a training practice and one of the GPs is an accredited GP trainer. At the time of the inspection one trainee GP was working at the practice.

The practice has a higher proportion of young patients than local and national averages (26.5% are under the age of 18, compared to the CCG average of 19.9% and the national average of 20.8); the percentage of patients over the age of 65 is much lower (9.9% compared to the CCG average of 18.8% and the national average of 17.1%).

Life expectancy rates are below average; 79.2 years for females, compared to the national average of 83.2 years; 75.4 years for men, compared to the national average of 79.2 years.

Information taken from Public Health England placed the area in which the practice is located in the most deprived decile. There are lower numbers of patients working, and a high proportion of income deprivation affecting children (38% compared to the local and national average of 20%). In general, people living in more deprived areas tend to have greater need for health services.