

# West Farm Surgery

## Inspection report

31 West Farm Avenue  
Newcastle Upon Tyne  
Tyne and Wear  
NE12 8LS  
Tel: 0191 2662215  
www.westfarmsurgery.com

Date of inspection visit: 3 July 2019  
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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 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at West Farm Surgery on 3 July 2019 as part of our inspection programme (previous rating, June 2015 – good).

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Responsive
- Well led

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:

- Patients received effective care and treatment that met their needs.
- 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.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to West Farm Surgery

West Farm Surgery provides care and treatment to around 6,100 patients in the town of Longbenton, Newcastle upon Tyne. 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 during this inspection:

- 31 West Farm Avenue, Newcastle upon Tyne, Tyne and Wear, NE12 8LS

The surgery is located in a purpose built two-storey building. All patient facilities are on the ground floor. There is on-site parking, accessible parking, 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:

- four GP partners (three female and one male),
- two practice nurses (female),
- a healthcare assistant,
- a practice manager, and
- eight staff who carry out reception and administrative duties.

The practice age profile is generally in line with local and national averages. Information taken from Public Health England placed the area in which the practice is located in the fifth more deprived decile. In general, people living in more deprived areas tend to have greater need for health services.