

Dilston Medical Centre

Inspection report

23 Dilston Road
Newcastle Upon Tyne
NE4 5AB
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www.dilstonmedical.nhs.uk

Date of inspection visit: 10 June 2021
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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



Overall summary

We carried out this desk top review on Dilston Medical Centre on 10 June 2021.

This followed an announced comprehensive inspection for the practice on 4 June 2019. The overall rating for the practice was good, but we rated the population group of Families, Children and Young People as requires improvement. We then carried out a desk-based review on 16 July 2020 to confirm that the practice were improving children's uptake of immunisations identified in the previous inspection on 4 June 2019. Although improvement had been made, at that time the practice remained rated as Good overall and continued to be rated as Requires Improvement for the population group of Families, Children and Young People.

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

Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on:

- Uptake of childhood immunisations
- Uptake of cervical screening

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out through requesting evidence from the provider.

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 have rated this practice as Good overall and Good for all population groups.

We found that:

- The practice had proactively worked to increase rates of both childhood immunisations and the uptake of cervical screening tests; their own figures showed they were now above national targets.

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	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Dilston Medical Centre

Dilston Medical Centre is registered with the CQC to provide primary care services.

The practice provides services to around 9,300 patients from one location:

- 23 Dilston Road, Newcastle Upon Tyne, Tyne and Wear, NE4 5AB

Dilston Medical Centre provides care and treatment to patients of all ages, based on a General Medical Services (GMS) contract agreement for general practice. The practice is part of the NHS Newcastle Gateshead clinical commissioning group (CCG).

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

The practice has three GP's (two male, one female). They also have a practice manager, assistant practice manager, one nurse practitioner (female), one advanced practitioner (female) two nurses (female), healthcare assistant (female) and staff who undertake reception and administrative duties.

NHS 111 service and Vocare Limited (known locally as Northern Doctors Urgent Care) provide the service for patients requiring urgent medical care out of hours.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others, and may have higher need for healthcare services.

The practice has a varied population of 53.2% of white origin, and 46.8% from BAME and other backgrounds. It has a much lower than average population defined as older people of 3.2% (CCG 15.9%, England 17.6%), and a much higher than average young population of 28% (CCG 18.2%, England 20.1%). The practice states many of these are migratory, and around 80 different languages are spoken by their practice population.