

Humshaugh and Wark Medical Group

Inspection report

The Surgery
Humshaugh
Hexham
Northumberland
NE46 4BU

Tel: <xxxx xxxxx xxxxxx>

www.humshaughandwarkmedicalgroup.co.uk

Date of inspection visit: 05 Mar to 05 Mar

Date of publication: 05/04/2019

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 Humshaugh and Wark Medical Practice on 5 March 2019 as part of our inspection programme.

At the last inspection in February 2016 we rated the practice as good overall and for delivering safe, effective, caring, responsive and well-led services.

We have 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.

- 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. Good systems were in place to ensure patients attended long term condition and medication reviews.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Patient feedback about the practice and its staff was consistently positive.
- 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.
- The practice was responsive to the needs of their local population. Due to their rural location and poor

transport links they dispensed medicines to approximately 88% of their patient population and operated a medicines delivery service for over 260 patients.

- The practice had performed well in ensuring eligible women had attended cervical screening and children had received childhood immunisations.

We saw an area of outstanding practice:

- The practice was seeking alternative methods of engaging with their patients and the local community. The practice nurse had attended assemblies at two local primary schools to give talks on germs, handwashing techniques and what to expect of the nasal flu immunisation. The practice nurse and assistant practitioner were due to give a talk at the local Women's Institute to promote health and well-being.

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

- Continue with plans to carry out fire drills at both surgeries.
- Continue with plans to check and record staff immunity status in relation to measles, mumps and rubella.
- Implement a system to log and monitor the movement of handwritten prescription stationery.
- Implement a system to ensure minor surgery histology results are received.
- Arrange for practice nurses to undertake level three safeguarding training.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

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 Humshaugh and Wark Medical Group

Humshaugh and Wark Medical Group provides care and treatment to approximately 3,600 patients of all ages from the Humshaugh and Wark areas of Hexham in Northumberland. The practice is part of NHS Northumberland Clinical Commissioning Group and is registered with the CQC for family planning, surgical procedures, maternity and midwifery services and treatment of disease and diagnostic and screening procedures. It operates on a general medical services (GMS) contract.

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

Humshaugh Surgery

The Surgery

Humshaugh

Hexham

Northumberland

NE46 4BU

Wark Surgery

Wark

Hexham

Northumberland

NE48 3LS

Both surgeries are located in single storey premises and nearby on street parking is available. Both premises have disabled toilets and step free access to aid disabled access. The premises do not have automatic doors, but signs are in place advising patients with mobility issues to ring a bell should they require assistance.

The practice is a dispensing practice and also operates a medicines delivery service to home addresses for housebound patients or three collection points based in a shop, post office and service station in nearby villages.

Patients can book appointments in person, on-line or by telephone. Opening hours are as follows:

Humshaugh Surgery

Monday to Wednesday and Friday – 8am to 6pm

Thursday – 8am to 7.30pm

Wark Surgery

Monday – 8am to 7.30p

Tuesday and Thursday – 8am to 1pm

Wednesday and Friday - 8am to 6pm

Patients registered with the practice are also able to access pre-bookable routine appointments with a GP, nurse or healthcare assistant at Hadrian Extra Care Hub extended access service from 6pm to 8pm on a Monday to Friday and 9am to 5pm on a Saturday.

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

The practice has:

- 3 GP partners (one male and two female)
- 1 salaried GP (female)
- 3 practice nurses (female)
- 1 assistant practitioner (healthcare assistant - female)
- 17 non-clinical members of staff including a practice manager, service administrator, data manager, medicines manager, administrators, dispensers, a phlebotomist, drivers/maintenance staff and a cleaner.

The average life expectancy for the male practice population is 80 (CCG average 80 and national average 79) and for the female population 85 (CCG average 84 and national average 83). 27% of the practices' patient population are in the over 65 age group.

At 53%, the percentage of the practice population reported as having a long-standing health condition was lower than the local Clinical Commissioning Group (CCG) average of 58% and comparable with the national average of 51%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 59% the percentage of the practice population recorded as being in paid work or full-time education was comparable with the CCG average of 58% and national average of 61%.

The practice area is in the seventh most deprived decile. Deprivation levels affecting children and adults were considerably lower than local and national averages.