

Woodside Surgery

Inspection report

High Street
Loftus
Saltburn By The Sea
Cleveland
TS13 4HW
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www.woodsidesurgery.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.

Overall summary

We carried out an announced, comprehensive inspection of Woodside Surgery on 23 October 2019. We identified five breaches of regulations and issued warning notices for three of the breaches. This focused unrated inspection carried out on 14 February 2020 was to check whether the provider had taken steps to comply with the legal requirements for these three breaches. The three breaches of regulation we inspected against were for:

Regulation 12 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and Treatment.

Regulation 13 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Safeguarding Service Users from Abuse.

Regulation 17: Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

The full comprehensive report on the Woodside Surgery inspection can be found by selecting the 'all reports' link for Woodside Surgery on our website at .

This inspection was an unannounced focused inspection carried out on 14 February 2020 to confirm that the service had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 23 October 2019.

This report covers our findings in relation to those requirements. Our key findings were as follows:

Improvements had been made with respect to patient safety, effectiveness and leadership following our last inspection on 23 October 2019. For example: New processes had been put in place to report and manage significant events and safeguarding concerns. Patient safety and medicines alerts were being received, assessed and when necessary, actioned appropriately. Improvements had been made with regard to effective governance and management within the service. For example, training and recruitment records were centrally recorded.

However, there was also an area of practice where the provider needed to make improvements: The provider should:

- Continue to develop clinical policies and procedures and embed them within the delivery of care and treatment.

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.

On the day of our inspection the provider was able to demonstrate improvement in some of the areas where the inspection team had previously found that it was in breach of Health and Social Care Act (2008) regulations. The service is on a trajectory of development and improvement. The inspection team found on the day of inspection, 14 February 2020, that some of the risks highlighted in the warning notices issued to the provider had significantly reduced.

Special measures give people who use the service the reassurance that the care they get should improve. The service will still be kept under review and if needed could be escalated to urgent enforcement action. Another inspection will be conducted within a further four months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

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

Our inspection team

Our inspection team was led by, and comprised of, a CQC lead inspector.

Background to Woodside Surgery

Woodside Surgery is located at High Street, Loftus, TS13 4HW. Loftus is a semi-rural small coastal town with a deprivation decile score of two. (On a scale of one to ten, one is the most deprived and ten is the least deprived). The locality has a higher than average deprivation level. The patient profile for the practice indicates that 99% of the patient population are white. The practice is in a modern purpose-built health centre and is based on the ground floor. Parking is available, and the practice is close to a full range of amenities and public transport.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, and maternity and midwifery services.

The practice provides NHS services through a General Medical Services (GMS) contract to 6,471 patients. The practice is part of South Tees Clinical Commissioning Group (CCG) which is made up of 37 general practices.

The clinical team at the practice is led by two male General Practitioners (GPs), who are the partners and one female salaried GP. In addition to the GPs there is a nurse practitioner and three practice nurses, as well as a healthcare assistant. There is a practice manager and a team of administrators, receptionists and secretaries.

The practice is open between 8am and 6pm from Monday to Friday. Appointments are available between 8.05am - 12pm, and 2pm – 6pm. Extended hours are also provided by the practice team. Appointments with a healthcare assistant are available from 7.30am every weekday morning. On Wednesday's GP appointments are available until 8pm. Early morning GP appointments are available from 7.30am on Thursdays and Fridays, in addition. Standard appointments are ten minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

In addition to the extended hours operated by the practice, the CCG has commissioned an extended hours service, which operates between 6.30pm and 9pm on weeknights and from 8am to 8pm at weekends at four "hub" locations across the CCG area. Patients may book appointments with the service by contacting the practice. Information for patients requiring

urgent medical attention out of hours is available in the waiting area, in the practice information leaflet and on the practice website. This is accessed by patients telephoning the NHS111 service.