

# Egton Surgery

## Inspection report

Egton  
Whitby  
YO21 1TX  
Tel: 01947895356

Date of inspection visit: 18 March and 23 March 2022  
Date of publication: 04/05/2022

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

Outstanding 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Outstanding 

Are services responsive to people's needs?

Outstanding 

Are services well-led?

Outstanding 

# Overall summary

We carried out an announced inspection at Egton Surgery on 18th and 23rd March 2022.

Overall, the practice is rated as outstanding.

The ratings for the key questions are as follows:

Safe - Good

Effective – Good

Caring – Outstanding

Responsive – Outstanding

Well-led – Outstanding

The practice has not been inspected under their current registration with CQC. However, the service was inspected under a previous registration on 25 May 2018. At the inspection in May 2018 the practice was rated Good overall, good in the key questions of safe, effective, responsive and well-led and outstanding in caring. The full reports for previous inspections can be found by selecting the 'all reports' link for Egton Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Why we carried out this inspection:

This inspection was a comprehensive inspection of Egton Surgery as a new registration.

How we carried out the inspection:

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter site visit

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.

# Overall summary

## We have rated this practice as outstanding overall

We found that:

- 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. The practice routinely reviewed the effectiveness and appropriateness of the care it provided;
- Patients were treated with kindness, respect and compassion. The most recent GP patient survey results showed the practice as being above local CCG and national averages in respect of the way patients were treated by staff;
- Feedback received from patients was excellent and described a caring and person-centred service that had been maintained throughout COVID-19. Multiple examples were provided by staff and patients to demonstrate an excellent caring approach to patients;
- The most recent results of the GP patient survey were significantly above local CCG and national averages in respect of access to appointments. Feedback received from patients as part of the inspection process was excellent in terms of access to appointments and that access had been maintained throughout COVID-19;
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them;
- Leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care;
- The practice demonstrated a clear and committed approach to continuous improvement and innovation by the way they responded to the challenges of COVID-19; particularly in the way that access was managed and partnership working to ensure as little disruption to patient care as possible; and
- There were high levels of satisfaction across all staff.

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

- review the systems that are in place so that historical medicines safety alerts are always acted on.
- make sure that the appropriate coding is always added to the patient's clinical record.

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 a CQC lead inspector who spoke with staff using video conferencing facilities, conducted a site visit to review the premises, undertake observations, review records and speak with staff. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. A CQC pharmacist specialist conducted a site visit to review the arrangements for managing medicines and to review the dispensing arrangements. A second CQC inspector conducted a site visit to review the premises, undertake observations, review records and speak with staff.

## Background to Egton Surgery

Egton Surgery is located in Egton:

Egton

Whitby

North Yorkshire

YO21 1TX

The practice provides services under a General Medical Services (GMS) contract. The practice list size is approximately 2,643 with almost all patients being white British. The largest proportion of the practice population is patients over the age of 65 years. The practice scores six on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

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

The practice has two GP partners (male and female), 0.73 WTE practice nurse (female) and 0.4 WTE health care assistant (female). There is one WTE deputy manager and 0.27 WTE practice manager. There is a team of dispensing, reception, administrative and secretarial staff and 0.4 WTE care coordinator. A pharmacist is available to support the practice for five hours every third week. Social prescribers and a first contact mental health practitioner are also allocated to work for Egton Surgery via the Primary Care Network.

The practice can offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

Practice opening hours are from 8am to 6.30pm Monday, Tuesday, Thursday and Friday and on Wednesday the practice is open 8am to 12 pm. On Wednesday after 12pm calls are transferred to Danby Practice where they respond to any patient requests including consultations. Extended hours are available from 7.15am with a GP and or nurse/HCA on Thursday at Egton Surgery. Appointments are available to be pre-booked with the practice on Tuesday morning 7am – 8am at Whitby Group Practice and on Saturday mornings 8.30am – 1pm at Sleights Surgery as part of the Better Access scheme. When the practice is closed, patients can access out of hour's services by telephoning NHS 111.

The practice is part of a wider network of GP practices known as Whitby Coast and Moors Primary Care Network (PCN). Whitby Coast and Moors PCN includes the following GP practices:

- Danby Surgery
- Egton Surgery
- Sleights and Sandsend Surgery
- Staithes Surgery
- Whitby Group Practice