

Blaydon GP Led Surgery

Inspection report

Shibdon Road
Blaydon On Tyne
Tyne And Wear
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Date of inspection visit: 18 Sept to 18 Sept
Date of publication: 04/10/2018

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 an announced comprehensive inspection at Blaydon GP Led Surgery on 18 January 2018. The overall rating for the practice was good but the practice was rated as requires improvement for the safe domain. The full comprehensive report on the January 2018 inspection can be found by selecting the 'all reports' link for Blaydon GP Led Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 18 September 2018. This was to confirm that the practice 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 18 January 2018. This report covers our findings in relation to those requirements and other improvements made since our last inspection.

Overall the practice is now rated as good. It is also rated as good for all domains, including the safe domain.

Our key findings were as follows:

The provider had taken steps to address the concern we identified during our previous inspection which led to a breach of regulation. They had:

- Improved the process for monitoring the temperature of refrigerators used for storing medicines requiring refrigeration and no longer used the refrigerator located in the walk-in centre.

The practice had also addressed other concerns identified during the previous inspection:

- Whilst the Quality and Outcomes Framework (QOF) attainment figures for 2017/18 had yet to be published the practice's own monitoring showed improvement with respect to the monitoring of patients with long term conditions.
- Non-clinical staff now attended regular formal practice meetings which provided a better opportunity for them to learn from complaints and significant events.

The provider had undertaken more clinical audit activity to improve services. The audits we looked at had yet to undergo a second cycle that would ascertain if improvements had been maintained. The provider should therefore:

- Continue with their plans to develop a rolling programme of comprehensive clinical audit activity across all their locations.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

The inspection was carried out by a CQC inspector.

Background to Blaydon GP Led Surgery

Blaydon GP Led Surgery provides care and treatment to approximately 2,048 patients of all ages from the Blaydon area of Gateshead and the surrounding areas. The practice is part of the NHS Newcastle Gateshead Clinical Commissioning Group (CCG) and operates on an Alternative Primary Medical Services (APMS) contract.

The contract for Blaydon GP Led Surgery is currently held by Community Based Care (CBC) Health Ltd. CBC Health Ltd have been managing the contract on a temporary basis since June 2014 but have been awarded a 10-year contract from October 2018. CBC Health Ltd is a not for profit healthcare support organisation who represent and support 31 GP practices across the Gateshead area and hold the contract for several other GP practices in the area. They also manage the local out of hour's doctor's provision (GatDoc) and Extra Care Facilities based at Central Gateshead Health Centre and Blaydon Primary Care Centre.

Blaydon GP Led Surgery provides services from the following address, which we visited during this inspection:

Blaydon Primary Care Centre

Shibdon Road

Blaydon on Tyne

NE21 5NW

The surgery is located in Blaydon Primary Care Centre which opened in 2010. The building also houses leisure facilities and other health care services including X ray services and Blaydon Walk in Centre. The surgery is based on the ground floor and all reception and consultation rooms are fully accessible for patients with mobility issues. An on-site car park with dedicated disabled parking spaces is available.

The surgery is open from 8am to 6pm on a Monday, Tuesday, Wednesday and Friday; from 8am to 8pm on a Thursday and from 9am to 1pm on a Saturday.

Appointments on a Thursday evening between 6pm and 9pm and on Saturday's can also be accessed by patients registered with other Community Based Health Ltd practices.

The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and the Gateshead Doctors on Call service known locally as GatDoc.

Blaydon GP Led Surgery offers a range of services and clinic appointments including long term condition reviews, contraceptive services, childhood health surveillance and immunisation services and maternity services.

At the time of our inspection the following staff members were employed by CBC Health Ltd. to work at the practice:

- One salaried GP (male)
- Two locum GPs (one male and one female)
- One practice nurse (female)
- One healthcare assistant (female)
- Six non-clinical members of staff including a practice administrator, receptionists, apprentice receptionist and care navigator.
- One paramedic (male)

The average life expectancy for the male practice population is 78 (CCG average 77 and national average 79) and for the female population 82 (CCG average 81 and national average 83).

At 95.5% the majority of patients registered with the practice are under the age of 69. At the time of our inspection the practice only had 91 patients over the age of 70.

At 41.4%, the percentage of the practice population reported as having a long-standing health condition was lower than the CCG average of 54.2% and national average of 53.7%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 74.3% the percentage of the practice population recorded as being in paid work or full-time education was

higher than the CCG average of 60.5% and national average of 61.9%. The practice area is in the sixth most deprived decile. Deprivation levels affecting children and adults were lower than local and national averages.

Are services safe?

At our previous inspection on 18 January 2018 we rated the practice as requires improvement for providing safe services. This was because:

- The provider did not have an effective system in place to ensure the cold chain was being monitored and maintained for medicines requiring refrigeration.

When we carried out this follow up inspection on 18 September 2018 we found that action had been taken to address these concerns. The practice is now rated as good for providing safe services.

Safe and appropriate use of medicines

When we visited the practice in January 2018 we found that they were using a refrigerator in the walk- in centre on the

same site as well as their own to store medicines requiring refrigeration. However, they had not taken steps to assure themselves that the temperature of the refrigerator in the walk-in centre was being regularly checked in line with best practice guidance.

During this inspection we found that the practice was no longer using the refrigerator in the walk-in centre and had purchased an additional refrigerator for use in the practice. Temperatures were being checked and recorded continually and a policy was displayed so staff were aware of the process they needed to take if refrigerator temperatures fell outside of the permitted range (2C to 8C).

Please refer to evidence tables for further information