

North House Surgery

Quality Report

Hope Street
Crook
County Durham
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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at North House Surgery on 17 February 2017. The overall rating for the practice was good, but was rated as requires improvement for providing safe services. The full comprehensive report on the February 2017 inspection can be found by selecting the 'all reports' link for North House Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 12 December 2017 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 17 February 2017. This report covers our findings in relation to those requirements.

The practice is rated as good overall including for providing safe services.

Our key findings were as follows:

- The practice had addressed the arrangements for medication reviews since the last inspection.

At our previous inspection in February 2017 we said the provider should make improvements in several areas. We saw at this inspection those that improvements had been made;

- The practice had improved their system for identifying carers, 1.8% of the practice population had been identified as carers compared to 0.5% at our previous inspection.

There were areas where the provider still needed to make improvements. At our previous inspection in February 2017 we said the practice did not have a strategy or a supporting business plan which outlined their vision and plans for the future. At this inspection we saw that this had not been yet been considered but arrangements had been made for a meeting regarding this in January 2018. We said that the infection control lead should have the appropriate training for this role. The lead nurse had recently left the practice and the new infection control lead was waiting to receive this training.

Therefore the provider should:

- Develop a written strategy and supporting business plan which outlines their vision and plans for the future.
- Ensure that appropriate training for the infection control lead is provided.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Develop a written strategy and supporting business plan which outlines their vision and plans for the future.
- Ensure that appropriate training for the infection control lead is provided.

North House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was carried out by a CQC lead inspector.

Background to North House Surgery

North House Surgery, Hope Street, Crook, County Durham, DL15 9HU is located in the town of Crook, near to Bishop Auckland. The premises is owned and managed by Assura (property developers for primary care). There is ample free car parking to the rear of the practice.

The practice provides services under a General Medical Services (GMS) contract providing service to the practice population of 13,524, covering patients of all ages.

The proportion of the practice population in the 55 years and over age group is above the England average. The practice population in the under 18 age group is below the England average. The practice scored four 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 a greater need for health services.

The practice has seven GP's (four of whom are partners), five male, two female. There are four advanced nurse practitioners, one nurse prescriber, three practice nurses

and four health care assistants. There is a practice manager, an assistant practice manager and a team of 16 administration and reception staff. There is also a pharmacist available who works three mornings per week and a physiotherapist who works 18 hours per week.

North House Surgery is open between 8am to 6pm Monday to Friday, with appointments between 8.40am until 11.20am and 2.40pm and 6pm. The surgery is also open on Saturday mornings 8am until 12 noon. This is an acute surgery for acute problems only.

The practice is a member of the Durham Dales Health Federation, comprising 12 practices in the local area.

Why we carried out this inspection

We undertook a comprehensive inspection of North House Surgery on 17 February 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement for providing safe services. The full comprehensive report following the inspection on February 2017 can be found by selecting the 'all reports' link for North House Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of North House Surgery on 12 December 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection on 17 February 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of medicines reviews were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 12 December 2017. The practice is now rated as good for providing safe services.

Safety systems and processes

The practice had reviewed their system for medication reviews since our previous inspection. They found that the GPs were using different ways to record medication reviews. They devised a medication review policy. The GPs were trained by the pharmacist to carry out the review process in the same way.

The GPs worked together to clear as many reviews as possible. Outstanding reviews had been reduced by 75% from our previous inspection.