

Whinfield Medical Practice

Inspection report

Whinbush Way
Darlington
County Durham
DL1 3RT
Tel: 01325 481321
www.whinfieldsurgery.nhs.uk

Date of inspection visit: 20 March 2019
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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 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

This practice is rated as Good overall. (Previous rating August 2015 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Whinfield Medical Practice on 20 March 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients reported that they could access urgent care when they needed it but sometimes had problems getting through to the practice by telephone.
- Staff reported that it was a supportive and caring place to work.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Review and improve the system for monitoring exception reporting.

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

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Whinfield Medical Practice

Whinfield Medical Practice is a location of the registered provider also known as Whinfield Medical Practice. It is a purpose-built building with car parking facilities and is situated at Whinbush Way Darlington County Durham DL1 3RT. The website address is .

The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England for patients living in Darlington and surrounding areas. The practice is registered with the Care Quality Commission to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostics and screening procedures
- Surgical Procedures
- Family Planning
- Maternity and Midwifery

The practice has five partners, one male and four female. There are three salaried GPs, two female and one male. There is one nurse practitioner, six practice nurses (two of which are prescribers), two health care assistants. The practice employs a clinical pharmacist and a range of administration staff comprising practice manager, operations manager, reception staff, secretary, data and administration team.

The Public Health General Practice Profile shows that approximately 97% of the practice population are of white ethnicity. The level of deprivation within the practice population is rated as five, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The age/gender profile of the practice is largely in line with national averages. The practice has slightly higher than average numbers of people over the age of 65. The average life expectancy for patients at the practice is largely in line with national averages.

At this inspection we checked, and saw that the previously awarded ratings were displayed, as required, on the practice website and in the practice premises.

The practice is open from 8am - 6pm on Mondays, Tuesdays and Fridays, 7am – 12.30pm and 2pm – 6pm on Wednesdays and 7am – 6pm on Thursdays.

The practice is part of a GP federation, Primary Health Care Darlington. The practice's patient list size is approximately 11949.

When the practice is closed patients can ring the GP out of hours service via NHS 111, provided by the federation Primary Health Care Darlington.