

# Consett Medical Centre

## Inspection report

Station Yard  
Consett  
DH8 5YA  
Tel: 01207583400  
[www.consettmedicalcentre.co.uk](http://www.consettmedicalcentre.co.uk)

Date of inspection visit: 06 December 2021  
Date of publication: 21/12/2021

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an short notice announced inspection at Consett Medical Centre on 6 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good. We did not rate the responsive key question at this inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Consett Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

## How we carried out the inspection

The inspection was led by a CQC lead inspector and included a site visit.

Interviews were carried out with the practice manager

We found that:

- The telephone system was not adequate for the volume of calls being received at peak times. The practice had purchased a new system which was due to be installed early in 2022
- Staffing levels could be difficult to manage particularly around short notice absence. The practice team worked hard to ensure this did not impact the service that patients received.
- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

**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

This inspection was carried out by a CQC inspector.

## Background to Consett Medical Centre

Consett Medical Centre is located in Consett at:

Station Yard

Consett

County Durham

DH8 5YA

Opening hours are:

8am to 6pm Monday to Friday

6.30pm to 9pm extended hours Monday to Friday

9am to 1.30pm Saturday and Sunday

Extended hours and Saturday/Sunday opening hours are supported by the Primary Care Network (PCN)

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

The practice is situated within the NHS County Durham Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) (Personal Medical Services (PMS) to a patient population of about 17800. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as a Primary Care Network

Information published by Public Health England shows that deprivation within the practice population group is in the middle decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of just over nine GPs and 11 nurses. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

Extended access is provided locally by the practice, where late evening and weekend appointments are available. Out of hours services are provided by Vocare.