

New Seaham Medical Group

Inspection report

Eastdene Road
Seaham
SR7 8DY
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www.newseahammedicalgroup.co.uk

Date of inspection visit: 16 and 17 November 2022
Date of publication: 11/01/2023

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 well-led? | Good |  |

Overall summary

We carried out an announced focused inspection at New Seaham Medical Group on 16 and 17 November 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - not inspected, rating of good carried forward from previous inspection

Well-led - good

Following our previous inspection on 19 January 2016 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for New Seaham Medical Group on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This inspection was a focused inspection looking at the key questions Safe, Effective and Well-led.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short 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.

We found that:

Overall summary

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- 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**:

- Continue to work on ways to improve cervical screening uptake.
- Follow up patients to check response to treatment within a week of an acute exacerbation of asthma.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. 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 second CQC inspector used the evidence gathered to write the report.

Background to New Seaham Medical Group

New Seaham Medical Group is located in Seaham at:

New Seaham Medical Group

Eastdene Road

Seaham

SR7 8DY

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

The provider is not currently registered for the regulated activity of maternity and midwifery services. As per the “Update to the GP contract agreement 2020/21 - 2023/24” dated 6 February 2020 <https://www.england.nhs.uk/wp-content/uploads/2020/03/update-to-the-gp-contract-agreement-v2-updated.pdf> (page 38, points 6.15 to 6.17) the provider is required to deliver several maternity medical services, including a maternal check at 6 - 8 weeks after birth.

Therefore, the provider needs to add the Regulated Activity of Maternity and Midwifery services to their registration.

The practice is situated within the County Durham Integrated Care Board (ICB) area and delivers Personal Medical Services (PMS) to a patient population of about 4,683. This is part of a contract held with NHS England.

New Seaham Medical Group is a part of South Durham Health Community Interest Company (CIC). The federation covers Easington and Sedgfield area comprising of 17 GP practices.

The practice is part of a wider network of GP practices in the North Easington Primary Care Network (PCN). This group of five GP Practices have been working together since 2017 and serve over 37,000 patients.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.6% White, 0.8% Asian, 0.1% Black, 0.4% Mixed, and 0.2% Other.

There is a team of five GPs who provide cover at the practice. The practice has a nurse who provides nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and deputy practice manager provide managerial oversight.

The practice is open between 8am to 7pm Monday, 8am to 6pm Tuesday and Wednesday, 7am to 6pm Thursday and 8am to 6pm Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network every weekday evening between 6pm-8pm, the practices do this in collaboration. The federation also offers enhanced access on Sundays. Out of hours services are provided by County Durham and Darlington Foundation trust for the whole of County Durham.