

Phoenix Medical Group

Inspection report

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Thornley
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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 summary

We carried out an announced comprehensive inspection at Phoenix Medical Group on 18 October 2018. We identified breaches of two legal requirements. A warning notice was issued for one breach of regulation and conditions placed on the provider's registration for the other. This focused inspection on 6 February 2019 was to check whether the provider had taken steps to comply with the legal requirements of the warning notice and the conditions on their registration against:

- Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.
- Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good governance.

This report only covers our findings in relation to these requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Phoenix Medical Group on our website at .

Our key findings across the areas we inspected were as follows:

- Actions had been taken to address all concerns identified in the breach of regulation and in the conditions placed on the provider's registration.

- The practice had engaged the help of a number of outside partners to help them improve. This included several different experts from the local clinical commissioning group (CCG) with experience in work flow, cancer referrals, computer services, investigation of significant events and practice management. They engaged with a local cancer charitable organisation for advice.
- They had carried out a major review of the flow of medical correspondence through the practice.
- They had reviewed the process and investigation of significant events.
- They had reviewed their protocol for repeat prescribing and monitoring of high risk medication.
- The system for recording the actions taken in relation to patient safety alerts had been improved.

We are satisfied that the practice has complied with the requirements of the warning notice of 6 November 2018 and is functioning in accordance with the conditions which were placed on their CQC registration certificate on 4 February 2019.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

Background to Phoenix Medical Group

Phoenix Medical Group is registered with the Care Quality Commission to provide primary care services. The practice provides services to approximately 7,500 patients from three locations. We visited the Wheatley Hill location as part of this inspection;

- Thornley Practice, Dunelm Road, Thornley, County Durham, DH6 3HW
- The Surgery, Ashmore Terrace, Wheatley Hill, County Durham, DH6 3NP
- The Surgery, 2 The Green, Woodland Crescent, Kelloe, County Durham, DH6 4NU

Thornley Practice is located in purpose-built premises. The practice has its own car park, dedicated disabled parking bays and step free access.

The surgeries at Wheatley Hill and Kelloe are purpose built. They have car parking with disabled bays and level access.

The practice has three GP partners (two male and one female) and one male salaried GP, all are full time. There is one full time advanced nurse practitioner, three practice nurses (WTE 2.4), a phlebotomist (WTE 0.8) and a healthcare assistant (WTE 0.6). There is a practice manager and assistant practice manager, both of whom work full time. There are 13 administration and reception staff (WTE 12.1).

The opening times at the Thornley Practice and The Surgery at Wheatley Hill are 8am until 6pm Monday to Friday. Consulting times at both surgeries are 9am until 11:30am and 2:40pm to 5:30pm.

The Surgery at Kelloe is open Monday to Wednesday 8am until 12:30pm and Thursday and Friday 8am until 12 noon. Consulting times are 9am until 11:30am.

Late evening GP appointments are available on a Monday alternating between Wheatley Hill and Thornley Surgeries. There are early morning and late evening nurse appointments.

The practice is part of a local federation of GP practices which provides extended opening hours for patients; appointments are available late evening, weekend and bank holidays. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours service provided by NHS 111.

The practice is part of NHS Durham Dales and Sedgefield clinical commissioning group (CCG). The practice provides services based on a Personal Medical Services (PMS) contract agreement for general practice.

Information from Public Health England places the area in which the practice is located in the second most deprived decile. The income deprivation score for the practice is 36 compared to the CCG average of 30 and the national average of 24. In general, people living in more deprived areas tend to have greater need for health services. Average male life expectancy at the practice is 77 years which is lower than the national average of 79. Average female life expectancy at the practice is 79 years which is lower than the national average of 83 years.