

West View Surgery

Inspection report

Stanhope Parade Health Centre
Gordon Street
South Shields
Tyne And Wear
NE33 4JP

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www.westviewsurgerysouthshields.nhs.uk

Date of inspection visit: 26/06/2019

Date of publication: 17/07/2019

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 well-led?

Good



Overall summary

This practice is rated as Good overall. At the previous inspection on 19 October 2018, the practice was rated as requires improvement for well led and rated good overall.

The key questions at this inspection are rated as:

Are services well led? – Good

We carried out an announced focussed inspection at West View Surgery on 26 June 2019. This was to follow up on breaches of regulation within the well led domain.

At the previous inspection on 19 October 2018 we found that:

- The practice could not provide sufficient evidence to assure us of the governance processes for infection control, recruitment, checking equipment and medicines and evidencing the action they had taken in relation to patient safety alerts.
- Clinical audit and quality improvement activity needed to develop to provide a clear link between improved care and patient outcomes.

At this inspection we found:

- The breaches of regulations and recommendations identified at the last comprehensive inspection had been addressed.
- The practice had produced action plans following the last inspection, and used these to drive and monitor improvements. Governance processes were now more comprehensive and embedded into practice procedure.
- The practice continued to develop a culture of continuous improvement.

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

- Continue to work to improve the identification of carers.

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

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 CQC lead inspector.

Background to West View Surgery

West View Surgery is located at Stanhope Parade Health Centre, Gordon Street, South Shields, Tyne And Wear, NE33 4JP, and is part of the NHS South Tyneside clinical commissioning group (CCG).

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury, to around 2800 patients.

The provider is a single handed male GP, who occasionally uses regular locums for additional cover. There is also a practice nurse, and a healthcare assistant, who are supported by a team of management and administrative staff.

The practice is part of South Tyneside Health Collaboration, which is a federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients could contact the practice reception team to arrange appointments. The telephones are answered by the practice during their opening times. When the practice is closed patients are directed to the NHS 111 service. This information is also available on the practice website and in the practice leaflet.

Information from Public Health England placed the area in which the practice is located in second most deprived decile. In general, people living in more deprived areas tend to have a greater need for health services.