

Redburn Park Medical Centre

Inspection report

15 Station Road
Percy Main
North Shields
Tyne and Wear
NE29 6HT
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Redburn Park Medical Centre on 30 January 2019 as part of our inspection programme (Previous rating March 2015 – outstanding overall and for providing responsive and well led services, and good for providing safe, effective and caring services).

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 have rated this practice as good overall and good for all population groups, except families, children and young people, which we rated as outstanding. However, we rated the practice as requires improvement for providing safe services.

We rated the practice as **outstanding** for providing responsive services for families, children and young people because:

- The practice had responded to the needs of children and young people with poor mental health and had developed accessible information packs for children and their parents; these packs included guidance on where and how to get support, the packs had been noted as good practice and had been adopted by six other practices in the locality.
- There was a high teenage pregnancy rate in the local area; the practice provided highly responsive services for young women to help address this issue.

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have appropriate systems in place for the safe management of medicines.
- There were gaps in the systems to assess the risk of, prevent, detect and control the spread of infections.

We rated the practice as **good** for providing effective, caring, responsive and well led services because:

- 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.
- The practice organised and delivered services to meet patients' needs. 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.

We saw some areas of outstanding practice including:

The practice effectively engaged with the local population, to ensure that despite the high levels of deprivation and child poverty, low employment rates and a transient population (10% turnover each year), the practice achieved 100% of the QOF points available. The exception reporting rate was well below local and national averages (exception reporting is the removal of patients from QOF calculations where, for example, the patients decline or do not respond to invitations to attend a review of their condition or when a medicine is not appropriate) and there was a high childhood immunisation uptake rate.

There were high levels of teenage pregnancies in the local area. One of the practice nurses was a trained sexual health nurse who was able to provide advice and guidance, as well as fitting contraceptive implants. Urgent appointments were made available every day, for example, for those patients who needed their contraceptive injection renewed. An embargoed appointment slot was in place each week for fitting contraceptive implants.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

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

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Outstanding 
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, and included a GP specialist advisor.

Background to Redburn Park Medical Centre

Redburn Park Medical Centre provides care and treatment to around 5,400 patients in North Shields, Tyne and Wear. The practice is part of North Tyneside clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited as part of the inspection:

- 15 Station Road, Percy Main, North Shields, Tyne and Wear, NE29 6HT

The surgery is located in single-storey purpose-built premises. There is a car park, an accessible WC, wheelchair and step-free access.

Patients can book appointments in person, on-line or by telephone.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare (known locally as Northern Doctors Urgent Care).

The practice has:

- two GP partners (one female and one male),
- three salaried GPs (all female),
- two practice nurses (both female),
- a practice manager,

- six staff who carry out reception and administrative duties (two of whom are also healthcare assistants), and
- a pharmacist.

The practice is a training practice and one of the GPs is an accredited GP trainer. At the time of the inspection one trainee GP was working at the practice.

The practice has a higher proportion of young patients than local and national averages (26.5% are under the age of 18, compared to the CCG average of 19.9% and the national average of 20.8); the percentage of patients over the age of 65 is much lower (9.9% compared to the CCG average of 18.8% and the national average of 17.1%).

Life expectancy rates are below average; 79.2 years for females, compared to the national average of 83.2 years; 75.4 years for men, compared to the national average of 79.2 years.

Information taken from Public Health England placed the area in which the practice is located in the most deprived decile. There are lower numbers of patients working, and a high proportion of income deprivation affecting children (38% compared to the local and national average of 20%). In general, people living in more deprived areas tend to have greater need for health services.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure the proper and safe management of medicines;</p> <ul style="list-style-type: none">• We found blank prescriptions in an unlocked printer in an unlocked treatment.• The healthcare assistants within the practice administered flu vaccines and vitamin B12 injections. The healthcare assistants did not have authorisation from a prescriber to administer the medicines.• The practice held a small range of emergency medicines; not all that are suggested in nationally recognised best practice and no risk assessment had been carried out to determine which medicines it was necessary to store. <p>The provider had failed to ensure that appropriate arrangements were in place to assess the risk of, prevent, detect and control the spread of infections;</p> <ul style="list-style-type: none">• A number of sharps bins in several clinical rooms had not been emptied since 2017. The practice's infection control procedures related to a different healthcare provider, and were not specific to the practice. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>