

Mayfield Medical Centre

Quality Report

Park Road, Jarrow, Tyne and Wear, NE32 5SE

Tel: 0191 489 7183

Website: www.mayfieldmedical.co.uk

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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 service

Good



Are services effective?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 30 June 2015. A breach of legal requirements was found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

- Regulation 18 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 Staffing(2) (a).

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in

relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Mayfield Medical Centre on our website at www.cqc.org.uk.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- Staff had received the appropriate training required for their role. There was a training matrix in place to monitor when refresher training was due.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services effective?

The practice is rated as good for providing effective services.

- Staff had received the appropriate training required for their role. There was a training matrix in place to monitor when refresher training was due.

Good



Summary of findings

What people who use the service say

We did not speak to any patients during this focused inspection.

Mayfield Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector carried out this inspection.

Background to Mayfield Medical Centre

The area covered by Mayfield Medical Centre is predominantly Jarrow also parts of Hebburn and Boldon Colliery in South Tyneside. The practice provides services from the following address and this is where we carried out the inspection, Park Road, Jarrow, Tyne and Wear, NE32 5SE.

The surgery is purpose built and has been extended. The facilities are on the ground floor with disabled access and a car park.

The practice has two GPs partners, three salaried GPs and GP registrars (a fully qualified doctor allocated to the practice as part of a three-year, general postgraduate medical training programme), two of the GPs are female and three male. The practice is a training practice. There are two nurse practitioners and three practice nurses and two health care assistants. There is a business manager, operations manager and an office manager. There are 13 administrative staff which include secretaries, receptionists and administration clerks.

The practice provides services to approximately 9,100 patients of all ages. The practice is commissioned to provide services within a General Medical Services (GMS) agreement with NHS England.

The practice is open Monday to Friday 8:30am to 6:00pm and until 7:30pm on Thursdays. Patients are able to book appointments either on the telephone, at the front desk or using the on-line system.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Northern Doctors Urgent Care Limited.

Why we carried out this inspection

We undertook an announced focused inspection of Mayfield Medical Centre on 2 February 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 30 June 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service effective? This is because the service was not meeting some legal requirements at the previous inspection.

How we carried out this inspection

We carried out an announced visit on 2 February 2016. We spoke with, and interviewed, the business manager and operations manager and looked at records the practice maintained in relation to staff training.

Are services effective?

(for example, treatment is effective)

Our findings

Effective staffing

When we inspected the practice in June 2015 we identified some concerns in relation staff training. The practice did not have an effective system to record staff training and some basic training had not been completed.

During this inspection we found the practice had addressed all of the concerns. The practice had enrolled with an on-line training company. The business manager and operations manager showed us a comprehensive staff training matrix which had been put in place. It held individual records showing which members of staff had attended specific training courses. The management of the practice could easily see when refresher training was due.

We looked at six example records of individual staff members' training certificates, including a GP and practice nurse. We saw they had all received the appropriate training required for their role. Basic training included health and safety, fire safety, information governance, infection control, safeguarding adults and children (to an appropriate level for their role) and basic life support. Most staff had received or had a date for equality and diversity training. Some staff had received carers, summarising and coding patients records training. There had been in house workshops to improve staff learning, for example, on enhanced services, prescriptions and patient registration.