

Harraton Surgery

Inspection report

3 Swiss Cottages
Washington
Tyne And Wear
NE38 9AB
Tel: 01914161641

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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We previously carried out an announced comprehensive inspection at Harraton Surgery on 21 February 2019.

Overall the practice was rated as requires improvement. The domains of safe, and well-led were rated as requires improvement and the domains of effective, caring and responsive were rated good.

We carried out an announced comprehensive inspection on 1 October 2019.

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 rated the practice as **good** overall, the domains of safe, effective, caring and responsive rated as good, we rated the domain for being well-led as **requires improvement**.

We rated the practice as **requires improvement** for providing well-led services because:

- Whilst the practice had taken steps to try to address issues identified during our inspection in February 2019 the current working pattern of the lead GP was not sustainable in the long-term which could have an impact on the standard and safety of care delivered.

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

- 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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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

- Continue to recruit additional staff to alleviate the unsustainable working pattern of the lead GP.

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. The team included a GP specialist advisor and a CQC inspection manager.

Background to Harraton Surgery

Harraton Surgery provides care and treatment to approximately 4,100 patients of all ages from the Washington and Sunderland areas of Tyne and Wear. The practice is part of NHS Sunderland clinical commissioning group (CCG) and operates on a Primary Medical Services (PMS) contract.

The provider of the services is a sole trader GP, with the practice business manager as registered manager. The provider is responsible for another GP practice with a branch surgery in the Gateshead CCG area. He is responsible for two GP practices, each with a branch site and together both practices have a list of 8,800 patients.

The Harraton Surgery practice provides services from the following addresses, which we visited during this inspection:

- Main surgery - Harraton Surgery, 3 Swiss Cottages, Washington, Tyne and Wear, NE38 9AB
- Branch surgery - Durham Road, Sunderland, Tyne and Wear, SR3 1RN

Both sites are in converted residential premises. All consultation rooms are on the ground floor. Disabled access at both surgeries is poor. Although there is step free access to both surgeries neither have automatic doors. However, notices are in place at the entrance doors advising patients to press a bell to summon

assistance if they need to. The main surgery at Harraton does not have a disabled toilet and neither surgery have baby changing facilities. There is a small car park, including a dedicated disabled parking space at the Harraton Surgery and nearby on street parking at both locations.

Patients can book appointments in person, on-line or by telephone. Opening hours are as follows:

- Monday and Friday - 7.30am to 6pm
- Tuesday to Thursday – 8am to 6pm

Patients registered with the practice can also access extended access appointments with a GP or Nurse Practitioner at one of five extended access facilities based across the City (Coalfields, East, North, West and Washington). The extended access services operated from 6pm to 8.30pm on a Monday to Friday and on weekends and bank holidays based on locally defined population needs.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare.

The practice has:

- 1 lead GP (male)
- 2 part time long-term locum GPs (male)

- 3 practice nurses (female)
- 2 healthcare assistants (female)
- A pharmacist and a pharmacy technician
- 6 non-clinical members of staff consisting of a practice manager and administration staff.

GP cover at the practice equated to the equivalent of just over two whole time members of staff. If patients request to see a female GP, arrangements can be made for them to see one at the local out of hours service. A business manager is also employed by the provider to oversee both of their GP practices.

The average life expectancy for the male practice population is 80 (CCG average 77 and national average 79) and for the female population 81 (CCG average 81 and national average 83). 21% of the practices' patient population are in the over 65 age group.

At 59%, the percentage of the practice population reported as having a long-standing health condition was comparable with the local CCG average of 58% but higher than the national average of 51%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 51% the percentage of the practice population recorded as being in paid work or full-time education was lower than the CCG average of 57% and national average of 62%.

The practice area is in the sixth most deprived decile. However, deprivation levels affecting children and adults were lower than local and national averages.