

Coatham Surgery

Inspection report

Coatham Health Village
Redcar
TS10 1SR
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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 responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced focused inspection at Coatham Surgery on 9 and 16 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - good

Well-led - good

Following our previous inspection on 15 and 30 June 2022, the practice was rated requires improvement overall and for the key questions of safe, effective and responsive. Caring and well-led were rated as good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Coatham Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities, and to follow up on the previous requires improvement rating, and recommendations from the previous report. We inspected the key areas of safe, effective, responsive and well-led. We did not inspect the key area of caring, and the rating of good carries forward from the previous inspection.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using questionnaires and video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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.

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The provider and practice team were able to demonstrate significant improvements in the governance and safety of the practice.
- Patients received effective care and treatment that met their needs.
- Clinical search data showed an improvement in patient monitoring and outcomes.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.
- Feedback from staff and patients showed improved general levels of satisfaction with the practice.

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

- Carry out a full review of the asthma management process to identify where additional improvements can be made.
- Continue to explore ways to increase uptake of cervical screening tests
- Review the threshold for recording significant events to encourage a culture of learning and continuous improvement

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Coatham Surgery

Coatham Surgery is located at:

Coatham Health Village

Redcar

TS10 1SR

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

The practice offers services from one site, Coatham Surgery at Coatham Health Village, Redcar, which we visited as part of this inspection.

The practice is situated within the Tees Valley Integrated Care System (ICS). This is one of 42 Integrated Care Systems (ICSs) which cover England to meet health and care needs across an area, coordinate services and plan in a way that improves population health and reduces inequalities between different groups. The practice delivers General Medical Services (GMS) to a patient population of just over 6,000. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice has a slightly higher proportion of older people (22.1%) than the ICS average (19.3%).

There is a team of 2 GP partners, and 1 salaried GP (all male). Since the last inspection this is a partnership change, 1 of the previous partners having stayed on in a regular locum role. The new partners are also partners at another surgery. Although these are run on 2 separate clinical contracts, the surgeries are developing cross site working for some staff, and patients are able to access either surgery, for instance to see a female GP.

Coatham Surgery also has a nurse practitioner, 2 practice nurses, a trainee nursing associate, 2 healthcare assistants, a pharmacy team, a practice manager and a team of reception, administration and domestic staff.

The practice is open between 8 am to 6 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by STAR Service (run by ELM Alliance Ltd), where late evening and weekend appointments are available. Out of hours services are provided through the 111 service.

The practice is part of the Redcar Coastal Primary Care Network (PCN). This is where GP practices work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs).