

Galleries Medical Practice

Inspection report

Health Centre
The Galleries, Washington Centre
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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?

Good 

Overall summary

We previously carried out an announced comprehensive inspection at Galleries Medical Practice on 22 January 2019. Overall the practice was rated as Good. The domains of safe, effective, caring and well-led were rated as good and the domain responsive was rated as requires improvement.

We carried out an announced focused inspection on 21 February 2020 following our annual review of the information available to us. We focused our inspection on the following key questions:

- Is the practice effective?
- Is the practice caring?
- Is the practice responsive?
- Is the practice well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Is the practice safe? – (Good- January 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 have rated this practice as good overall and good for all population groups.

We found that:

- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to monitor the practice appointment system and patient feedback regarding the this.
- Continue to promote and recruit members to a practice patient participation group.

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 adviser.

Background to Galleries Medical Practice

Galleries Medical Practice provides services to around 10,760 patients from;

- Galleries Health Centre, Washington, Tyne and Wear, NE38 7NQ

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

Galleries Health Centre is in purpose-built premises; there is another GP practice on the same level and secondary care services in the building. The practice is based on the first floor. There is level access and lifts in the building. The car park for the building has disabled parking and general parking is available in the shopping centre which is close by.

The practice has three male GP partners, two male salaried GPs and one long term locum. There is one advanced nurse practitioner, three practice nurses and two health care assistants. There is a practice and support manager and 10 staff who undertake administration duties.

The practice is a training practice who have GP registrars allocated to the practice (fully qualified doctors allocated to the practice as part of a three-year postgraduate general medical training programme).

The practice provides late evening, weekend and bank holiday appointments; they are part of the local GP federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours provided by the NHS 111 service.

The practice is part of NHS Sunderland clinical commissioning group (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is the same as the national average at 79 years. Female life expectancy is 82 years compared to the national average of 83 years.