

Colliery Court Medical Group

Inspection report

Gibson Court
Boldon Colliery
Tyne and Wear
NE35 9AN
Tel: 01915190077
<http://collierycourt.nhs.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 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 carried out an announced comprehensive inspection at Colliery Court Medical Group on 23 October 2019 as part of our inspection programme.

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.

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. There was also a GP specialist advisor and an inspection manager.

Background to Colliery Court Medical Group

Colliery Court Medical Group is located in the Boldon Colliery area of South Tyneside. The practice provides services to around 7,900 patients from the following address, which we visited during this inspection:

- Colliery Court Medical Group, The Medical Centre, Gibson Court, Boldon Colliery, Tyne and Wear, NE35 9AN.

The practice is co-located with another GP practice in the same building. The building is on two levels, with all patient services provided on the ground floor. The premises are purpose built and provide fully accessible treatment and consultation rooms for patients with mobility needs. Ramps are in place both at the front door and within the car park. Car park bays are provided close to the building, with some reserved for patients with disabilities. There is a disabled toilet situated off the waiting room, as well as toilets for all patients to use.

The practice provides services to patients of all ages based on a Personal Medical Services (PMS) contract agreement for general practice.

The practice has one single-handed GP, three salaried GPs and a salaried GP as part of the retainer scheme; two practice nurses; one healthcare assistant; two practice managers; an assistant manager; and office manager; and a team of administrative support staff.

Surgery opening times are Monday to Friday 8:30am to 6:00pm, with late opening on alternate Tuesdays and Wednesdays from 8:30am to 8:00pm.

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

The practice serves an area in the sixth most deprived decile. The practice's population has a higher-than-average number of patients aged under 18 years and aged 65 and over when compared to other practices in the CCG area.

The average male life expectancy of patients at the practice is 79.6 years and the average female life expectancy is 83.2. This is in line with the England average and higher than the local average. The number of patients reporting with a long-standing health condition is lower than the national average (practice population 47.3% compared to a national average of 51.2%).