

Grangewood Surgery

Inspection report

Chester Road
Shiney Row
Houghton Le Spring
DH4 4RB
Tel: 01913852898

Date of inspection visit: 10 and 18 October 2022
Date of publication: 18/11/2022

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Grangewood Surgery on 10 and 18 October 2022. Overall, the practice is rated as Good.

The ratings for the key questions are:

Safe - Good

Effective - Good

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

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

Well-led - Good

At our previous inspection of 5 January 2016, the practice was rated good overall and for all of the key questions of safe, effective, caring, responsive and well-led.

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

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

How we carried out the inspection/review

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 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.

We have rated this practice as Good overall

Overall summary

We found that:

- Patients were protected by a strong safety system, with a focus on openness and transparency.
- There were comprehensive systems in place to keep patients safe, which take into account current best practice.
- There was a proactive approach to anticipating and managing risks. Innovation was encouraged to achieve sustained improvements.
- 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.
- Patients could access care and treatment in a timely way.
- The leadership governance and culture at the practice were improving the delivery of high-quality, community focused, person-centred care.
- There were high levels of staff satisfaction. Staff were proud of the organisation and there were high levels of staff engagement. Leaders endeavoured to motivate staff.
- There was a proactive approach to seeking new ways to provide care and treatment.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 accompanied by a second CQC inspector. 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 Grangewood Surgery

Grangewood Surgery is located in Sunderland Tyne and Wear and provides services from, Chester Road, Shiney Row, Houghton le Spring, DH4 4RB, we visited this location as part of our inspection.

The practice is registered with the Commission as a joint partnership of GPs. The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and, surgical procedures.

The practice is situated within the Sunderland Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of about 7,100. 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 fifth most deprived decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.9% White 1.3% Asian, 0.5% Mixed, 0.2% Black, and 0.1% Other.

There are 5 GP partners and 1 salaried GP working at the practice (4 female and 2 male) providing 34 sessions per week. The practice has a nurse practitioner, practice nurse, nurse associate and health care assistant working at the practice. There is a team of reception/administration staff.

The practice is a training practice who have GP trainees allocated to the practice (fully qualified doctors allocated to the practice as part of a 3-year postgraduate general practice vocational training programme). They also host medical students who are third- or fifth-year medical students who are not yet qualified to practice.

Extended access is provided locally by the provider under a separate contract, where late evening and weekend appointments are available. This service offers pre-bookable appointments for patients who require urgent attention at a local hub site, the hours are:

- 6pm – 8pm: Monday to Friday
- 9am – 5pm: Saturday,
- Sunday 10am-3pm and Bank Holidays

Out of hours services are provided by via the NHS 111 service.