

Carmel Medical Practice

Inspection report

Nunnery Lane
Darlington
County Durham
DL3 8SQ
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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?

Outstanding 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Carmel Medical Practice on 3rd December 2019 as part of our inspection programme. We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Safe, Effective and Well led.

Because of the assurance received from our review of information we carried forward the ratings from the previous inspection for the following key questions: Caring and Responsive

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 the population groups of families, children and young

- Opportunities to participate in benchmarking and peer review were proactively pursued including participation in approved accreditation schemes. For example;

The practice was an exemplar site for NHS England, a test site for the development of a specification for cardio vascular screening from 2021.

- High performance was recognised by credible external bodies. Outcomes for people who use services were positive, consistent and regularly exceeded expectations.
- Staff, teams and services were committed to working collaboratively and had found innovative and efficient ways to deliver more joined-up care to people who use services.
- Staff were consistent in supporting people to live healthier lives, including identifying those who needed extra support, through a targeted and proactive approach to health promotion and prevention of ill-health, and they used every contact with people to do so.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

people, working age people (including those recently retired and students), people whose circumstances may make them vulnerable and people experiencing poor mental health (including people with dementia). We have rated this practice as outstanding for the population groups of older people and people with long-term conditions.

- We found the practice to be outstanding in providing effective services. This was because there was a truly holistic approach to assessing, planning and delivering care and treatment to people who had a long-term condition and people who were older. The safe use of innovative and pioneering approaches to care and how it was delivered were actively encouraged and shared across the locality. New evidence-based techniques and technologies were used to support the delivery of high-quality care.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We saw the following outstanding practice:







The approach to assessing, planning and delivering care and treatment people who used services was truly holistic. Outcomes for people who use services were consistently better than expected when compared with other similar services. The service made use of innovative and pioneering approaches to care and how it was delivered and actively encouraged this.

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

Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Older people	Outstanding 
People with long-term conditions	Outstanding 
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

The inspection team consisted of a CQC Inspector and a GP Specialist Advisor.

Background to Carmel Medical Practice

Carmel Medical Practice is located at Nunnery Lane, Darlington County Durham DL3 8SQ. . The surgery is situated in a purpose-built health care facility in on the outskirts of Darlington.

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

Carmel Medical Practice is situated within the NHS Darlington Clinical Commissioning Group (CCG) and provides services to approximately 10441 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three GPs (two female and one male) and registered with the CQC in April 2013. The practice is part of a primary care network and as such is developing services in collaboration with other practices in the locality. This includes extended access to GP appointments where appointments are available on evenings and weekends.

The National General Practice Profile states that 3.5% of the practice population is from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.