

Dr Winifred Helen McManus

Inspection report

118 Albert Road
Jarrow
Tyne and Wear
NE32 5AG
Tel: 01913009659
albertroadsurgeryjarrow.nhs.uk

Date of inspection visit: 11 Dec 2019
Date of publication: 10/02/2020

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 Dr Winifred Helen McManus on 11 December 2019 as part of our inspection programme, and to follow up on breaches of regulations identified at a previous inspection on 15 May 2019. Previous ratings:

- June 2015 – comprehensive inspection, rated as good overall but requires improvement for providing safe services;
- December 2017 - focused inspection, remained rated as requires improvement for safe;
- September 2018 – comprehensive inspection, rated as requires improvement for providing safe and well led services and overall;
- May 2019 – comprehensive inspection, rated as inadequate overall and for providing safe and well led services, and as requires improvement for providing effective services. The practice was placed into special measures following this inspection.

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.

At this inspection, we found that the provider had satisfactorily addressed these areas and we have now rated this practice as good overall. The practice will therefore be removed from special measures.

We found that:

- The practice had taken action to comply with the warning notices issued at the last inspection. They had addressed all of the concerns we raised previously and had put systems and plans in place to reduce the likelihood of them reoccurring in future.
- 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 data from QoF and Public Health England to ensure screening and review rates improve;
- Continue work to improve antibacterial prescribing.

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

Dr Rosie Benneworth 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.

Background to Dr Winifred Helen McManus

Dr Winifred Helen McManus provides care and treatment to around 3,100 patients in the town of Jarrow, Tyne and Wear. The practice is part of South Tyneside clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited during this inspection:

- 118 Albert Road, Jarrow, Tyne and Wear, NE32 5AG

The surgery is located in a converted end terraced house. There is on street parking, an accessible WC, wheelchair and step-free access.

Opening hours are between 8am and 6pm Monday, Tuesday, Wednesday and Friday then between 8am and 1pm on Thursdays. A GP is on call every Thursday afternoon until 6pm. The practice has a contract with the local out of hours provider to provide cover from 6pm.

The practice is part of a local federation which provides extended opening hours for patients; appointments are available Monday to Friday between 7am and 8am, then

between 6.30pm and 8pm, Saturdays and Sundays from 10am to 2pm and on bank holidays between 10am and 1pm. The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare (known locally as Northern Doctors Urgent Care). Patients can book appointments in person, on-line or by telephone.

The practice has one lead GP (female), one long-term locum GP (male), one nurse practitioner (male), one practice nurse (female), a healthcare assistant, an interim practice manager, and seven staff who carry out reception and administrative duties.

The practice has a lower than average proportion of patients under the age of 18 (17% compared to the CCG average of 21%) and a higher number of patients over the age of 65 (25% compared to the CCG average of 20%). Information taken from Public Health England placed the area in which the practice is located in the third most deprived decile. In general, people living in more deprived areas tend to have greater need for health services.