

Oldwell Surgery

Quality Report

10 Front Street,
Blaydon on Tyne,
Tyne and Wear,
NE21 4RD

Tel: 0191 5002023

Website: www.oldwellsurgery.co.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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced inspection of this practice on 8 January 2015. Breaches of legal requirements were found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

- Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers (which corresponds to Regulation 19 of the HSCA 2008 (Regulated Activities) Regulations 2014);

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in

relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Oldwell Surgery on our website at www.cqc.org.uk.

Our key findings were as follows:

- The practice had addressed all of the issues identified during the previous inspection.
- Appropriate recruitment checks had been carried out for the most recent members of staff and there were arrangements in place to ensure the GPs and nurses were registered with the relevant professional bodies.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

Appropriate recruitment checks had been carried out for the most recent members of staff and there were arrangements in place to ensure the GPs and nurses were registered with the relevant professional bodies.

Good



Summary of findings

What people who use the service say

We did not speak to any patients during this focused inspection.

Oldwell Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Lead Inspector. The team also included a second CQC inspector.

Background to Oldwell Surgery

Oldwell Surgery is located in the Winlaton area of Gateshead, Tyne and Wear.

The practice provides services to around 5,250 patients from one location; 10 Front Street, Winlaton, Blaydon, Tyne and Wear, NE21 4RD. We visited this address as part of the inspection.

The practice is located in a purpose built two storey building; all patient facilities are situated on the ground floor.

The practice has two GP partners (both male), two salaried GPs, (one male and one female), a nurse practitioner, a practice nurse, a healthcare assistant, a practice manager, and 11 staff who carry out reception and administrative duties.

Surgery opening times at the practice are between 8:15am and 6:30pm Monday to Friday, with extended hours on a Wednesday evening until 7:15pm.

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

The service for patients requiring urgent medical attention out of hours is provided by GatDoc.

Why we carried out this inspection

We undertook an announced focused inspection of Oldwell Surgery on 3 September 2015. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 8 January 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

How we carried out this inspection

We carried out an announced visit on 3 September 2015. We spoke with and interviewed the practice manager and we also looked at records the practice maintained in relation to the provision of services.

Are services safe?

Our findings

Staffing and recruitment

When we inspected the practice in January 2015 we identified some concerns in relation to the recruitment of new staff and existing staff's professional registrations.

- We reviewed the records for the two most recently appointed members of staff. We found the appropriate recruitment checks had been completed for one member of staff. However, there was no evidence of references or photographic identification for the other person.

- There were no arrangements in place to check that GPs and nurses employed by the practice continued to be registered to practice with the relevant professional bodies (For GPs this is the General Medical Council (GMC) and for nurses this is the Nursing and Midwifery Council (NMC)).

During the inspection in September 2015 we found the practice had addressed both of the concerns. Appropriate recruitment checks had been carried out for the most recent members of staff and there were arrangements in place to ensure the GPs and nurses were registered with the relevant professional bodies.