

# Glenpark Medical Practice

## Inspection report

Ravensworth Road  
Dunston  
Gateshead  
NE11 9FJ  
Tel: 01914200535

Date of inspection visit: 15 March 2022  
Date of publication: 20/04/2022

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?

Outstanding 

# Overall summary

We carried out an announced inspection at Glenpark Medical Practice on 15th March 2022. Overall, the practice is rated as good, with the key question of are services well-led rated as outstanding.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Outstanding

The full reports for previous inspections can be found by selecting the 'all reports' link for Glenpark Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The service had not been previously inspected at this address.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff questionnaires

## 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

# Overall summary

- information from the provider, patients, the public and other organisations.

## **We have rated this practice as Good overall**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was a truly holistic approach to assessing, planning and delivering care and treatment to all people who use services.
- All staff were actively engaged in activities to monitor and improve quality and outcomes.
- 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.
- Engagement with stakeholders, including people who use services and those close to them, informed the development of tools such as a deferred treatment protocol and COVID19 template. 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 adjusted how it delivered services to meet the needs of patients during the COVID19 pandemic. 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.
- There was compassionate, inclusive and effective leadership at all levels. Leaders at all levels demonstrated the high levels of experience, capacity and capability needed to deliver excellent and sustainable care.
- Leaders had a deep understanding of issues, challenges and priorities in their service, and beyond.
- Strategies and plans were fully aligned with plans in the wider health economy, and there was a demonstrated commitment to system-wide collaboration and leadership.
- Plans were consistently implemented, and had a positive impact on quality and sustainability of services
- Leaders had an inspiring shared purpose, and strove to deliver and motivate staff to succeed. There were high levels of satisfaction across all staff, staff were proud of the organisation as a place to work and spoke highly of the culture.
- Staff at all levels were actively encouraged to speak up and raise concerns, and all policies and procedures positively support this process.
- There was strong collaboration, team-working and support across all functions and a common focus on improving the quality and sustainability of care and people's experiences.
- A systematic approach was taken to working with other organisations to improve care outcomes.
- The service took a leadership role in its health system to identify and proactively address challenges and meet the needs of the population.
- There was a strong record of sharing work locally and nationally.

**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

## 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. 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 Glenpark Medical Practice

Glenpark Medical Practice is located in Gateshead, Tyne and Wear at:

Ravensworth Road

Dunston

Gateshead

Tyne and Wear

NE11 9FJ

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

The practice is situated within the NHS Newcastle Gateshead Clinical Commissioning Group (CCG) and delivers Personal Medical Services (**PMS**) to a patient population of about 9,148. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as the Gateshead Inner West Primary Care Network. This consists of five practices who provide primary care services to approximately 45,000 patients in the Sunnyside, Whickham, Teams, Dunston, Blaydon and Winlaton areas.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 1.9% Asian, 96.4% White, 1.7% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of eight GPs, six female and two male. The practice has a team of three nurses (all female) who provide nurse led clinics for long-term conditions. There is a nurse practitioner and two health care assistants (all female). The GPs are supported at the practice by a team of reception/administration staff. The practice manager and two assistant practice managers provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered this facility.

Extended access/ Out of hours services are provided locally by Gateshead Doctors on Call (GatDoc), where late evening and weekend appointments are available. Patients telephone 111 to access the service which is available between 6pm – 8.30am Monday to Friday and 6pm Friday until 8.30am Monday. It also covers all Public Bank Holidays.