

Crossfell Health Centre

Inspection report

Crossfell Road
Middlesbrough
TS3 7RL
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www.crossfellhealthcentre.co.uk

Date of inspection visit: 06 December 2021
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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

Not inspected

Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Crossfell Health Centre on 6 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good. We did not rate the responsive key question at this inspection.

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

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with an office manager who was interviewed as part of the inspection.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements
- The telephone system needed to be upgraded to support the demands. Plans for this upgrade were already underway at the time of our inspection.

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

Background to Crossfell Health Centre

Crossfell Health Centre is located in Middlesbrough at:

Crossfell Road

Middlesbrough

TS3 7RL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from a single site.

The practice is situated within the Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 9035. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices – The Greater Middlesbrough Primary Care Network (PCN). The PCN is made up of seven other GP practices which deliver care to around 62,618 patients.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 2.3% Asian, 95.3% White, 0.8% Black, 1.3% Mixed, and 0.3% Other.

The age distribution of the practice population closely mirrors the local and national averages.

The practice is open from Monday to Friday from 8.30am until 6pm.

There is a team of six GPs (two males and four females) who provide cover at the practice. The practice has a team of two nurses and two health care assistants who provide nurse led clinics for long-term conditions. There are two regular locum advanced nurse practitioners working at the practice, in addition. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and office manager 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 a GP needs to see a patient face-to-face then the patient is asked to attend the surgery.

Extended access is provided locally by ELM Alliance Federation, known as The Star Service, where late evening and weekend appointments are available. Out of hours services are provided by ELM Alliance Federation at local hubs, and are accessed via NHS 111.