

The Sele Medical Practice

Inspection report

Hexham Primary Care Centre
Corbridge Road
Hexham
Northumberland
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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 effective?

Good 

Are services caring?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- is the practice effective;
- is it caring;
- is it well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- is the practice safe;
- is it responsive?

The practice is rated good for providing safe services, and outstanding for responsiveness.

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 all population groups.

We found that:

- 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 way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

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 and a practice manager specialist advisor.

Background to The Sele Medical Practice

The Sele Medical Practice provides Primary Medical Services to the town of Hexham and the surrounding areas. The practice provides services from one location, Hexham Primary Care Centre, Corbridge Road, Hexham, Northumberland, NE46 1QJ. We visited this address as part of the inspection.

The surgery is located in purpose-built premises which are shared with another GP practice on the site of Hexham General Hospital. There is step free access at the front of the building and all facilities are on the ground floor with full disabled access. There is car parking to the front of the surgery including dedicated disabled parking bays.

The practice has three GP partners and two salaried GPs. The practice is a training practice which has GP registrars allocated to the practice (fully qualified doctors allocated to the practice as part of a three-year postgraduate general medical training programme). There are three practice nurses. There is a business manager, assistant manager and a medicines manager who also works as a healthcare assistant. There is a head receptionist and eleven reception and administration staff.

The practice provides services to approximately 6000 patients of all ages. The practice is commissioned to provide services within a General Medical Services (GMS) contract with NHS England.

The practice is open from 8am on Monday and Thursday and from 7:30am on Tuesday, Wednesday and Friday. The practice closes at 6.30pm Monday to Friday. Extended access appointments are available outside of practice hours at a separate location. The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Northern Doctors Urgent Care Limited.

Information taken from Public Health England placed the area in which the practice is located in the ninth least-deprived decile. The average male life expectancy is 80 years and the female is 83. Male life expectancy is higher than the CCG and national averages of 79 years. The female life expectancy is the same as the CCG and national averages of 83 years. The practice has a higher percentage of patients between the age of 45 to 85 when compared to national averages. The percentage of patients reporting with a long-standing health condition is slightly higher than the national average (practice population is 56% compared to a national average of 54%).