

Priory Medical Group

Inspection report

19 Albion Road
North Shields
Tyne and Wear
NE29 0HT
Tel: <xxxx xxxxx xxxxxx>
www.priorymedical.org.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 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 Priory Medical Group on 21 March 2019 as part of our inspection programme.

At the last inspection in December 2015 we rated the practice as good overall and for delivering safe, effective, caring, responsive and well-led services.

We have 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.

- 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. Good systems were in place to ensure patients attended long term condition and medication reviews.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Patient feedback about the practice and its staff was consistently positive.

- 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 practice was responsive to the needs of their local population

Whilst we found no breaches of regulations, the provider **should:**

- Check and record staff immunity status for routine immunisations, including diphtheria, polio, measles, mumps and rubella.
- Update the practice recruitment policy to reflect the need to seek recent photographic identity, documentary evidence of qualifications and explanation of gaps in employment history
- Consider arranging sepsis awareness training for non-clinical staff

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 General Practice

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. The team included a GP specialist advisor, a further GP specialist advisor who was shadowing the inspection for experience purposes and an assistant inspector.

Background to Priory Medical Group

Priory Medical Group provides care and treatment to approximately 15,200 patients of all ages from the North Shields, Tynemouth and Wallsend areas of Tyne and Wear. The practice is part of NHS North Tyneside Clinical Commissioning Group and is registered with the CQC for family planning, surgical procedures, maternity and midwifery services and treatment of disease and diagnostic and screening procedures. It operates on a general medical services (GMS) contract.

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

Main surgery

19 Albion Road
North Shields
Tyne and Wear
NE29 0HT

Tynemouth branch surgery

Percy Street
Tynemouth
North Shields
NE30 4HD

Hadrian Park branch surgery

Addington Drive
Hadrian Park Estate
Wallsend
NE28 9UX

The main surgery is located in a two-storey building but a lift is available for patients with mobility issues. Pay and display on-street parking is available nearby. The two branch surgeries are located in single storey premises and car park spaces plus nearby on street parking are available. All of the surgeries have disabled toilets, step free access and automatic doors to aid disabled access.

The practice is a teaching and training practice and also participates in research opportunities.

Patients can book appointments in person, on-line or by telephone. Opening hours are as follows:

Monday to Thursday – 8.30am to 6pm (appointments from 8.30am to 12.30pm then 1.30pm to 6pm)

Friday – 8.30am to 5.30pm (appointments from 8.30am to 12.30pm then 1.30pm to 5.30pm)

Patients registered with the practice are also able to access pre-bookable routine appointments with a GP, nurse or healthcare assistant from 4pm to 8pm on a weekday, 9am to 2pm on a Saturday and 9am to 1pm on a Sunday at one of several hubs in the North Tyneside area. Priory Medical Group acts as one of the hubs and remains open until 8pm on a Tuesday and Wednesday for access by any patients who are registered with a practice in the North Tyneside area.

The practice also offers electronic consultations via the practice website.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Northern Doctors.

The practice has:

- 6 GP partners (three male and three female)
- 5 salaried GPs (all female)
- 4 practice nurses (female)
- 2 healthcare assistants (female)
- A pharmacist and a pharmacy technician

- 23 non-clinical members of staff including a practice manager, operational lead, senior administrator, lead receptionists, medical receptionists and secretaries.

The average life expectancy for the male practice population is 78 (CCG average 78 and national average 79) and for the female population 83 (CCG and national average 83). 18% of the practices' patient population are in the over 65 age group.

At 54%, the percentage of the practice population reported as having a long-standing health condition was lower than the local Clinical Commissioning Group (CCG) average of 56% but higher than the national average of 51%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 65% the percentage of the practice population recorded as being in paid work or full-time education was higher than the CCG average of 60% and national average of 62%.

The practice area is in the sixth most deprived decile. Deprivation levels affecting children and adults were lower than local and national averages.