

New Silksworth Medical Practice

Inspection report

Silksworth Road
Sunderland
Tyne And Wear
SR3 2AN

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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at New Silksworth Medical Group on 24 January 2019 as part of our inspection programme.

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 but as requiring improvement for the provision of responsive services and for all population groups.

The practice is rated as **good** for providing safe, effective, caring and well led services as we found that:

- 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.
- 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-centre care.
- The practice was performing well in ensuring eligible patients had a cervical smear test. A practice nurse who acted as learning disability lead and was proactive in encouraging female patients with a learning disability to undergo cervical smear tests. This was facilitated by

giving learning disability patients a longer appointment time and a detailed explanation of the process. In addition cervical smear invitation letters were sent on pink paper to encourage uptake.

The practice is rated as **requiring improvement** for the provision of responsive services and for all population groups as:

- Patient satisfaction in relation to accessing care and treatment in a timely way was poor. There was a pattern of negative patient feedback in relation to the overall experience of making an appointment and appointment availability which adversely affected all patient population groups.

We saw an example of outstanding practice:

- The practice had carried out a comprehensive review of policies, procedures and templates to include a list of appropriate investigations for each long-term condition. The updated templates had been shared with other practices in the area by the local Clinical Commissioning Group as best practice guidance and a service level agreement requirement.

However, the provider should:

- Take steps to improve access to appointments and address patient dissatisfaction in relation to this.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and an inspection manager.

Background to New Silksworth Medical Practice

New Silksworth Medical Group was formed from a merger of two GP practices Church View Medical Centre and Colliery Medical Group) in 2017. The practice has not previously been inspected.

New Silksworth Medical Group provides care and treatment to approximately 10,400 patients of all ages from the Silksworth, Doxford Park, Farringdon and Middle Herrington areas of Sunderland, Tyne and Wear. The practice is part of the NHS Sunderland Clinical Commissioning Group (CCG) and operates on a General Medical Services (GMS) contract.

The contract for New Silksworth Medical Group is currently held by Sunderland GP Alliance (SGPA) which was founded in February 2015. SGPA is a not for profit federation of 36 GP practices in the Sunderland area which between them provide care and treatment to 94% of the city's population. The Board of Directors are elected by the member GP practices on a four-year term and are responsible for directing the company's operations on the shareholder's behalf. All of the directors are required to be a partner in one of the member GP practices. At the time of this inspection SGPA held the contracts for:

- Two GP practices (New Silksworth Medical Group and The Galleries)
- The disruptive patient service

- Extended access facilities based in five locations across the City of Sunderland (Extended Access East; North; Coalfields; West and Washington)

New Silksworth Medical Group provides services from the following address, which we visited during this inspection:

Silksworth Health Centre

Silksworth Road

Sunderland

Tyne and Wear

SR3 2AN

The surgery is located in a purpose-built health centre which is shares with another GP practice. The waiting area and consultation rooms are on the ground floor and are fully accessible for patients with mobility issues. An on-site car park with dedicated disabled parking spaces is available.

The surgery is open from 8am to 6pm on a Monday to Friday. Patients registered with the practice are also able to access pre-bookable appointments with a GP or Nurse Practitioner at one of five extended access facilities based across the City (Coalfields, East, North, West and

Washington). The extended access services operate from 6pm to 8.30pm on a Monday to Friday and on weekends and bank holidays based on locally defined population needs.

The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and Vocare, the local out of hours service.

The practice has:

- Six salaried GPs (male and female - total of 33 sessions per week)
- Two locum GPs (both male – total of 10 sessions per week)
- Two advanced nurse practitioners (both female)
- Five practice nurses (female)
- Two healthcare assistants (female)
- A number of non-clinical members of staff including secretaries, workflow administrators, receptionists and prescription coordinators.

The average life expectancy for the male practice population is 79 (CCG average 77 and national average 79) and for the female population 82 (CCG average 81 and national average 83). 20.3% of the practice patient population are over the age of 65.

At 60.8%, the percentage of the practice population reported as having a long-standing health condition was higher than the CCG average of 56.6% and national average of 51.2%. Generally, a higher percentage of patients with a long-standing health condition can lead to an increased demand for GP services.

At 56.6% the percentage of the practice population recorded as being in paid work or full-time education was the same as the CCG average but lower than the national average of 61.9%. The practice area is in the fifth most deprived decile. Deprivation levels affecting children were lower than the CCG average but comparable with the national average. Deprivation levels affecting adults are lower than the CCG average but higher than the national average.