

The Saltscar Surgery

Inspection report

22 Kirkleatham Street
Redcar
Cleveland
TS10 1UA

Date of inspection visit: 9 January 2019
Date of publication: 06/02/2019

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

Requires improvement 

Are services safe?

Inadequate 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at The Saltscar Surgery on 9 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 requires improvement overall, and good for all population groups.

We found that:

The practice needed to make improvements to some systems 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 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 needed improvement, in order to deliver high-quality, person-centre care.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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	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.

Background to The Saltscar Surgery

The Saltscar Surgery, TS10 1AU, is located in Redcar on the north-east coast of England. The surgery has good transport links and there is a pharmacy located nearby.

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

The Saltscar Surgery is situated within the South Tees Clinical Commissioning Group (CCG) and provides services to around 8,000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of five GPs (three are female and two are male). The practice employs a salaried GP for six sessions per week and occasionally uses locum GPs to fully staff its rota. In addition to the GPs, there are two practice nurses, three nurse practitioners (all female) and a female health care assistant. There are several

administration staff. The practice is part of the wider network of GP practices who have formed a federation within South Tees CCG (ELM Alliance). ELM Alliance Limited is commissioned by South Tees CCG to operate the extended hours GP service (with appointments during the evening and out of hours) across South Tees. The service operates from 6pm until 8am every day. From 6pm until 9.30pm extended hours appointments are available at four hubs across the borough. Two of the hubs deliver services during the night. Patients can access this service via the NHS 111 service.

The National General Practice Profile states that 99% of the practice population is from a white ethnicity background. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• Significant events and incidents, as well as complaints, were not sufficiently analysed (indicating themes, trends and root causes) which could have prevented repeated incidents occurring.• Reviews for repeat medications were not being recorded as having taken place.• The re-authorisation of some long term medicines was not being carried out appropriately.• There had been no fire evacuation training.• Recruitment information in personnel files was incomplete, within the five files we examined.• There was evidence that mandatory training was not up-to-date for all staff.• Policies and procedures that staff could access were out of date, and it was not clear when they had been reviewed.• There was no system to record actions taken in response to recent safety alerts.• Infection prevention and control arrangements were not adequate.• There were no audits being undertaken and no action plan in place. <p>This was in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>