

Harraton Surgery

Inspection report

3 Swiss Cottages
Washington
Tyne And Wear
NE38 9AB
Tel: <xxxx xxxxx xxxxxx>
<www.xxxxxxxxxxxxxxxxxx>

Date of inspection visit: 21 Feb tp 21 Feb
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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

Requires improvement 

Are services safe?

Requires improvement 

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 Harraton Surgery on 21 February 2019.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 11 January 2018 when the practice was rated as requiring improvement overall.

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.

We rated the practice as **requiring improvement** for providing safe services because:

- Whilst the practice had taken steps to address issues identified during our inspection in January 2018 in relation to the provision of a safe service we found during this inspection that they did not have appropriate systems in place for the safe management of medicines.

We rated the practice as **requiring improvement** for providing well-led services because:

- Whilst the practice had taken steps to address issues identified during our inspection in January 2018 in relation to the provision of a well-led service we found during this inspection that they did not have a clear vision supported by a credible strategy to provide high quality sustainable care.

We rated the practice as **good** for providing effective, caring and responsive services because:

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

- Ensure that care and treatment is provided in a safe way.
- 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).

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

- Review the practice home visit policy to clearly reflect that requests for home visits should be assessed by a clinical member of staff.
- Continue with plans to establish an effective patient participation group and seek members views on the running and development of the practice.

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	Requires improvement	
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 and a practice nurse specialist advisor who was shadowing the team.

Background to Harraton Surgery

Harraton Surgery provides care and treatment to approximately 4,100 patients of all ages from the Washington and Sunderland areas of Tyne and Wear. The practice is part of NHS Sunderland clinical commissioning group and operates on a Primary Medical Services (PMS) contract.

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

Main surgery

Harraton Surgery
3 Swiss Cottages
Washington
Tyne and Wear
NE38 9AB

Branch surgery

Durham Road
Sunderland
Tyne and Wear
SR3 1RN

Both surgeries are in converted residential premises. All consultation rooms are on the ground floor. Disabled

access at both surgeries is poor. Although there is step free access to both surgeries neither have automatic doors. However, notices are in place at the entrance doors advising patients to press a bell to summon assistance if they need to. The main surgery at Harraton does not have a disabled toilet and neither surgeries have baby changing facilities. There is a small car park, including a dedicated disabled parking space at the Harraton Surgery and nearby on street parking at both locations.

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

Monday and Friday - 7.30am to 6pm

Tuesday to Thursday – 8am to 6pm

Patients registered with the practice can also access extended access 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 operated 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 practice has:

- 1 GP partner (male)
- 1 part salaried/part partner GP (male)
- 1 long-term locum GP
- 3 practice nurses (female)
- 2 healthcare assistants (female)
- A pharmacist and a pharmacy technician
- 7 non-clinical members of staff consisting of a practice manager and administration staff.

GP cover at the practice equated to the equivalent of just over two whole time members of staff. A business manager is also employed by the provider to oversee both of their GP practices, which consisted of four separate sites.

The average life expectancy for the male practice population is 80 (CCG average 77 and national average 79) and for the female population 81 (CCG average 81 and national average 83). 21% of the practices' patient population are in the over 65 age group.

At 59%, the percentage of the practice population reported as having a long-standing health condition was comparable with the local CCG average of 58% 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 51% the percentage of the practice population recorded as being in paid work or full-time education was lower than the CCG average of 57% and national average of 62%.

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

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The provider had failed to ensure the proper and safe management of medicines;</p> <p>The provider did not have an effective system in place to ensure that patients prescribed repeat medicines were being effectively monitored. The provider did not have effective system in place to ensure that patients prescribed high-risk medicines were being appropriately monitored.</p> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
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> <p>There was a lack of systems and processes established and operating effectively to ensure compliance with requirements to demonstrate good governance;</p> <p>The provider had a clear vision, but it was not supported by a credible strategy to provide high quality sustainable care. The current working pattern of the lead GP was not sustainable in the long-term which could have an impact on the standard and safety of care delivered.</p>

This section is primarily information for the provider

Requirement notices

This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.