

# Park Lane Practice

## Inspection report

1-6 City Green  
Sunderland  
Tyne and Wear  
SR2 7BA

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[www.parklanepracticesunderland.nhs.uk](http://www.parklanepracticesunderland.nhs.uk)

Date of inspection visit: 30 January 2020

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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 Park Lane Practice on 30 January 2020 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 and good for all population groups.**

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 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.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.

**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

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

## Our inspection team

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

## Background to Park Lane Practice

Park Lane Practice provides services to around 4,000 patients from 1-6 City Green, Sunderland, Tyne and Wear, SR2 7BA, which we visited as part of this inspection.

The provider is registered with CQC to deliver the following Regulated Activities: diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; surgical procedures; and family planning.

The practice is part of NHS Sunderland clinical commissioning group (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

The provider is a single-handed male GP and one long term male locum GP. There are two advanced nurse practitioners, one practice nurse and a health care assistant. They have a practice manager, senior receptionist and six administrative staff who undertake reception and administrative duties.

The practice provides late evening, weekend and bank holiday appointments. They are part of the local GP

federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours service provided by the NHS 111 service.

Information from Public Health England placed the area in which the practice is located in the fourth most deprived decile, where one is most deprived and 10 is least deprived. In general, people living in more deprived areas tend to have a greater need for health services. Average male life expectancy at the practice is 76 years, compared to the national average of 79 years. Average female life expectancy at the practice is 82 years, compared to the national average of 83 years. 82% of the practice population were white, 12.1% were Asian, 2.3% were black, 1.7% were mixed race, and 1.7% were other races.