

CQC INSPECTIONS OF GENERAL PRACTICES IN SUNDERLAND

Report of Chief Officer Sunderland CCG

1. Purpose

The purpose of this report is to update the committee on recent Care Quality Commission (CQC) inspections on a number of general practices (GP) in Sunderland.

2. Background

- 2.1 Since April 2015, NHS Sunderland CCG has been given delegated responsibility from NHS England for the commissioning of general practice services in the city.
- 2.2 The CQC is the independent regulator of health and social care in England. They are charged with making sure health and social care services provide people with safe, effective, caring, well-led and responsive care, and encourage care services to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish their findings to help people choose care.
- 2.3 The CQC was established in 2009, originally to inspect and regulate foundation trusts, mental health trusts and residential/nursing home settings. In October 2014, this remit was extended to GP practices.
- 2.4 Under the Health and Social Care Act 2008, it is a regulatory requirement for a GP practice to be registered with the CQC.
- 2.5 GP practices will receive a rating following an inspection by specialist teams including GPs, practice nurses and experts by experience (people with personal experience of using or caring for someone who uses the type of services we are inspecting).

The following five questions are asked of services:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

For every NHS GP practice they look at the quality of care for the following six population groups:

- Older people,
- People with long-term conditions,
- Families, children and young people,

- Working age people (including those recently retired and students),
- People whose circumstances may make them vulnerable,
- People experiencing poor mental health (including people with dementia).

2.6 The resulting outcomes of inspections are graded as follows:

Outstanding – the service is performing exceptionally well.

Good - the service is performing well and meeting expectations.

Requires improvement – the service isn't performing as well as it should.

Inadequate – the service is performing badly and the CQC have taken enforcement.

No rating/under appeal/rating suspended – there are some services which the CQC can't rate, while some might be under appeal from the provider. Suspended ratings are being reviewed and will be published.

3. Sunderland General Practice Inspections April 2105

3.1 Eight practices out of the fifty-one in Sunderland were inspected in April 2015. Of those inspected, two (Barmston Medical Centre and Southlands Medical Group) were graded as “good”, two (Dr El Safy, Chester Surgery and Dr Bhatt, Victoria Road Health Centre) as “requires improvement”.

3.2 Two practices have been rated as ‘inadequate’ and, as a consequence, have been placed in special measures to enable relevant improvements to be made. These were The Old Forge Surgery and Hylton Medical Group.

3.3 Further information is awaited for the other two practices.

Fuller details for all six practices are summarised below.

Inspections undertaken in April 2015 in Sunderland CCG area								
Practice	Status	Link to website	Compliance Status and Rating SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL-LED	OVERALL RATING
Southlands Medical Group	Published	http://www.cqc.org.uk/location/1-55177796	Good	Good	Outstanding	Good	Good	Good
Barmston Medical Centre	Published	http://www.cqc.org.uk/location/1-557697045	Good	Good	Good	Good	Good	Good
Hylton Medical Group	Published	http://www.cqc.org.uk/location/1-537646533	Inadequate	Inadequate	Good	Good	Inadequate	Inadequate
South Hylton Surgery	With provider for Factual Accuracy check	http://www.cqc.org.uk/location/1-545517138						
Springwell House	Awaiting publication	http://www.cqc.org.uk/location/1-589521760	Inadequate	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement
Broadway Medical Practice	Published	http://www.cqc.org.uk/location/1-540671421	Good	Good	Good	Good	Good	Good
The Old Forge Surgery	Published	http://www.cqc.org.uk/location/1-540510137	Inadequate	Inadequate	Good	Requires improvement	Inadequate	Inadequate
Dr Dixit	Published	http://www.cqc.org.uk/location/1-540880585	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
Conishead Medical Group	With provider for Factual Accuracy check	http://www.cqc.org.uk/location/1-593924579						

4. The Old Forge Surgery

- 4.1 The Old Forge Surgery is a practice in Sunderland delivering primary medical care services to a registered list of 7947 patients (9107.81 weighted patients) under a General Medical Services (GMS) contract (as at 1 April 2015). The practice is delivered from one main site at Pallion Sunderland and has two clinical partners, Dr E A Spagnoli and Dr P M Peverley.
- 4.2 The CQC visited The Old Forge Surgery on 21 April 2015 and highlighted issues concerning safe, effective and well led services, but found the practice was good for providing caring services. The CQC have rated the practice as 'inadequate', which automatically places them in special measures.
- 4.3 As a result of the CQC report, NHS Sunderland Clinical Commissioning Group and NHS England have visited the practice to discuss the concerns raised in the report and the plans the practice has in place to address them. The practice has been asked to develop a detailed action plan which the CCG and NHS England will be monitoring them against.
- 4.4 The CCG is working closely with NHS England on a communications plan which ensures patients and key stakeholders are fully informed of the outcome of the visit and what this means.
- 4.5 As we work through these issues, the CCG and NHS England are assured that patients are able to continue to receive safe primary medical care from The Old Forge Surgery, Pallion Park, Pallion, Sunderland Tyne & Wear SR4 6QE.

5. Hylton Medical Group

- 5.1 Hylton Medical Group is a practice based at Pallion Health Centre, Hylton Road, Sunderland, SR3 4HG which delivers, essential, additional and enhanced services to a registered list of 5,883 patients (6328.64 Weighted) under a GMS contract (as at 1 April 2015). Dr Al Khalidi is working at the practice as a single handed practitioner following the departure of Dr Khan in April 2014.
- 5.2 The CQC visited Hylton Medical Group on 21 April 2015 and highlighted issues concerning safe, effective and well-led services, felt the practice required improvement for providing 'caring' services, and found the practice was good for providing 'responsive' services. The CQC have rated the practice as 'inadequate', which automatically places them in special measures.
- 5.3 As a result of the CQC report, NHS Sunderland Clinical Commissioning Group and NHS England are liaising with the practice to discuss the concerns raised in the report and the plans the practice has in place to address them. The practice

will also be asked to develop a detailed action plan which the CCG and NHS England will be monitoring them against.

5.4 The CCG is working closely with NHS England on a communications plan which ensures patients and key stakeholders are fully informed of the outcome of the visit and what this means.

5.5 As we work through these issues the CCG and NHS England are assured that patients are able to continue to receive safe primary medical care from Hylton Medical Group, Pallion Health Centre, Hylton Road, Sunderland, SR4 7XF

6. Support for Practices

6.1 The CCG is looking to provide support for practices who are graded as or are potentially likely to be graded as “inadequate” or “requires improvement” so that they can either avoid, preferably or recover from this grading.

7. Future CQC Inspections

7.1 Further CQC inspections in Sunderland are scheduled for another eight practices in September.

8. Recommendations

8.1 The Scrutiny Committee is asked to note and consider:

- The outcome of CQC inspections in April 2015
- The support being provided to practices by the CCG
- Further inspections in September 2015

Glossary of Terms

CCG – Clinical Commissioning Group
CQC – Care Quality Commission
GMS – General Medical Services
NHS – National Health Service

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