





**CARE QUALITY COMMISSION (CQC) GP INSPECTION – ANNUAL REPORT****Report of Chief Officer Sunderland Clinical Commissioning Group****1 Purpose**

- 1.1 The purpose of this report is to provide the Health and Wellbeing Scrutiny Committee with an overview of inspections that have been undertaken by the Care Quality Commission (CQC) in the NHS Sunderland CCG area.

**2 Background to the CQC Inspections**

- 2.1 The CQC was established in 2009 as a result of the amalgamation of three former agencies; the Commission for Social Care Inspection, the Mental Health Act Commission and the Healthcare Commission. The CQC's original remit was to inspect and regulate Foundation Trusts, Mental Health Trusts and Residential/Nursing Home settings but in April 2011 this was extended to other services as well as dental practices, and further extended to GP practices in 2012.
- 2.2 Under the health and Social Care Act 2008 it is a regulatory requirement for a GP practice to be registered with the CQC. Failure to be registered is a breach of the regulations and a practice who fails to be registered cannot deliver services and therefore risks contract termination.
- 2.3 The CQC has visited and rated every practice in Sunderland.
- 2.4 Each CQC visit team usually has a lead CQC inspector, a GP and is often accompanied by a Practice Manager, a Practice Nurse specialist and/or an expert by experience; if the practice is a dispensing practice (one which can also supply medicines directly to patients) then it may also have a pharmacist on the visit team – there are no dispensing practices in Sunderland. Each practice is inspected against five domains which are:
- Are services safe?
  - Are services effective?
  - Are services caring?
  - Are services responsive to people's needs?
  - Are services well-led?
- 2.5 Each Domain is given a rating and then an overall rating is assigned to the practice as follows:-

	<b>Outstanding</b> – the service is performing exceptionally well.
	<b>Good</b> - the service is performing well and meeting expectations.
	<b>Requires improvement</b> – the service isn't performing as well as it should and the CQC have told the service it must improve.
	<b>Inadequate</b> – the service is performing badly and the CQC may also have taken enforcement action.

- 2.6 If a practice is rated as 'inadequate' in two or more domains, the practice is given an overall rating of 'inadequate' and the CQC places the practice into what is termed 'special measures' for a specified length of time (usually 6 months) until the practice is re-inspected. Being placed in special measures usually also results in enforcement action being taken by the CQC. Due to the seriousness of the rating the CCG and NHS England also instigate a local process which entails a visit to the practice to discuss the CQC outcome and the practice receives a contractual breach notice which is monitored until such time the breach has been remedied. A contractual breach notice which is not remedied, or a breach which represents an immediate patient safety concern, can ultimately lead to contract termination.
- 2.7 Information regarding a practice's CQC rating is also a domain within NHS England's Primary Medical Care Assurance Framework; this framework includes a large number of indicators and is designed to extract data from multiple sources to provide an overall picture of the quality of primary care within the region. The CCG utilises this data, triangulates it with CCG-held data and discusses any concerns at the CCG's Local Quality Group before determining if further action is required. The outcomes of the Local Quality Group are also reported to the CCG's Quality and Safety Committee which oversees the quality of all health services commissioned by the CCG and to the CCG's Primary Care Commissioning Committee which oversees the commissioning of general practice services.
- 2.8 From April 2019 the CQC has introduced the Annual Regulatory Review (ARR) and provider information collection process for practices rated as 'good' or 'outstanding', for practices rated as 'requires improvement' or 'inadequate' this does not apply and the CQC will continue to inspect:
- Within six months for a rating of 'inadequate';
  - Within 12 months for a rating of 'requires improvement'.
- 2.9 The ARR will support the CQC to carry out more focused inspections by judging if the quality of care has changed since the last inspection.

CQC Inspectors will identify any changes by reviewing:

- Data held in CQC Insight from sources such as Quality and Outcomes Framework, national patient survey, Public Health England immunisations
- Information from stakeholders, for example, Healthwatch or CCG
- Information provided by the practice via the provider information collection.

2.10 The Provider Information Collection will ask practices to provide information once a year rather than before an inspection (through what was previously known as the provider information return (PIR)). The information will be gathered on a telephone call (practices will receive four weeks' notice prior to the call). The practice will be required to answer a set of questions relating to the five CQC domains (Safe, Effective, Responsive, Caring and Well-led) and the population groups. The call is not an inspection; it is a conversation about any changes at the practice. It also gives the practice the opportunity to add context to the information held by the CQC from stakeholders and national data collections.

2.11 If this review indicates that the quality of care may have improved or deteriorated since the last rating, CQC may:

- Decide to inspect, either within 6 months or two weeks;
- Ask the practice to give clarification around the information.

2.12 If no further action is required CQC will:

- Advise that they have carried out the review and that no further action is needed at this stage;
- Publish a note of this on the practice profile page on the CQC website.

2.13 An annual regulatory review forms part of the CQC's ongoing monitoring but it cannot change the rating, only an inspection can do this; the review will make sure that the monitoring and planning decisions are clear, consistent and transparent.

### **3 Support to Sunderland GP Practices**

3.1 It is recognised that being placed in special measures is a very difficult time for a practice and therefore practices in this position are offered the following support:

- NHSE offer resilience funding on an annual basis and the CCG will support practices to access this funding allowing them to obtain the external help and support they may need;

- The CCG also offers support to practices in special measures where the GP Primary Care Lead and the Head of General Practice Commissioning will visit the practice, discuss their needs and allocate resource to help with their action plan. They will also make timely visits where appropriate to check on progress supporting with any outstanding issues;
- To ensure a consistent communication message is given to patients, the CCG offer the support of communications experts to develop key messages for patients to assure them that their practice remains open and that the practice is working with the CQC to address issues raised;
- To provide support to all practices an advisor from the CQC has also presented at a Practice Manager event to inform them of changes to inspection criteria.

#### **4 CQC Status of Sunderland Practices**

- 4.1 The outcome of CQC inspections undertaken in Sunderland are attached in Appendix 1. Some practices have been visited more than once; a revisit is triggered when there is a change in the legal entity of a practice (i.e. partners join or leave the practice) or, in some cases, if the practice has previously been in special measures.
- 4.2 Currently there are no practices in 'special measures' in Sunderland but there is one practice rated as 'requires improvement'; we are providing support to this practice to ensure its overall rating improves.

#### **5 Recommendation**

- 5.1 The Committee are asked to note the content of this report and the work that has been undertaken by the practices in the Sunderland area to ensure compliance with CQC regulations.

Appendix 1 - CQC Inspections undertaken in Sunderland CCG area as at June 2019

Practice	NHS Code	Inspection date	Status	SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL-LED	OVERALL RATING
Deerness Park Medical Group	A89001	05/04/2018 and 18/04/2018	Published	Good	Good	Good	Good	Outstanding	Good
Dr SM Bhate and Dr H El-Shakankery	A89002	11/12/2018	Published	Good	Good	Good	Good	Good	Good
Hetton Group Practice	A89004	15/09/2015	Published	Good	Good	Good	Good	Good	Good

Dr Joseph and Dr Herbert (Villette Surgery)	A89005	18/08/2016	Published	Good	Good	Good	Good	Good	Good
Wearside Medical Practice (formerly Dr Shetty and Partners)	A89006	01/05/2018	Published	Good	Good	Good	Good	Requires improvement	Good
Pallion Family Practice	A89007	07/11/2017	Published	Good	Good	Good	Good	Good	Good
Redhouse Medical Centre	A89008	07/02/2017	Published	Good	Good	Good	Good	Good	Good
Herrington Medical Centre	A89009	19/01/2016	Published	Good	Good	Good	Good	Good	Good

Dr Stephenson and Partners	A89010	18/01/2016	Published	Good	Good	Outstanding	Good	Good	Good
Joshi Na	A89011	19/06/2016	Published	Good	Good	Good	Good	Good	Good
Galleries Medical Practice	A89012	22/01/2019	Published	Good	Good	Good	Requires Improvement	Good	Good
The New City Medical Group	A89013	28/02/2019	Published	Requires Improvement	Good	Good	Good	Good	Good
Fulwell Medical Centre	A89015	14/06/2016	Published	Good	Good	Good	Good	Good	Good

St Bede Medical Centre	A89016	30/07/2018	Published	Requires improvement	Good	Good	Good	Good	Good
Millfield Medical Group	A89017	26/01/2016	Published	Good	Good	Good	Outstanding	Good	Good
Ashburn Medical Centre	A89018	07/09/2016	Published	Good	Good	Good	Good	Good	Good
Bridge View Medical Group	A89019	21/06/2016	Published	Good	Good	Good	Good	Good	Good
Forge Medical Practice	A89020	03/01/2018	Published	Good	Good	Good	Good	Good	Good



Kepier Medical Practice	A89021	20/01/2016	Published	Good	Good	Good	Good	Good	Good
Concord Medical Practice	A89022	16/08/2016	Published	Good	Good	Good	Good	Good	Good
Houghton Medical Group	A89023	05/01/2016	Published	Good	Good	Good	Good	Good	Good
Broadway Medical Practice	A89024	21/04/2015	Published	Good	Good	Good	Good	Good	Good
Sunderland GP Alliance - The Galleries	A89025	22/11/2018	Published	Outstanding	Good	Good	Good	Good	Good

Victoria Medical Practice	A89026	07/06/2016	Published	Good	Good	Good	Good	Good	Good
Springwell Medical Group	A89027	28/07/2016	Published	Good	Good	Good	Good	Good	Good
Grangewood Surgery	A89028	05/01/2016	Published	Good	Good	Good	Good	Good	Good
Westbourne Medical Group	A89030	16/08/2016	Published	Good	Outstanding	Outstanding	Outstanding	Outstanding	Outstanding
Hylton Medical Group	A89031	28/09/2017	Published	Good	Good	Good	Good	Good	Good

Sunderland GP Alliance – New Silksworth Medical Practice	A89032	24/01/2019	Published	Good	Good	Good	Requires Improvement	Good	Good
Park Lane Practice	A89034	13/01/2016	Published	Good	Good	Good	Good	Good	Good
Southlands Medical Group	A89035	01/04/2015	Published	Good	Good	Outstanding	Good	Good	Good
Castletown Medical Centre	A89036	15/08/2016	Published	Good	Good	Good	Good	Good	Good
Monkwearmouth Health Centre (Drs Gellia & Balaraman)	A89040	13/12/2016	Published	Good	Good	Good	Good	Good	Good

Happy House Surgery	A89041	29/06/2016	Published	Good	Good	Good	Good	Good	Good
Dr Rex Obonna	A89603	12/04/2019	Published	Good	Good	Good	Good	Good	Good
Dr Martin Weatherhead	A89604	14/01/2016	Published	Good	Good	Good	Good	Good	Good
South Hylton Surgery	A89614	15/06/2018	Published	Good	Good	Good	Good	Good	Good
Rickleton Medical Centre	A89616	17/05/2016	Published	Good	Good	Good	Good	Good	Good

Harraton	A89617	21/02/2019	Published	Requires Improvement	Good	Good	Good	Requires Improvement	Requires Improvement
Dr Ahmed El Safy	A89623	16/02/2018	Published	Good	Good	Good	Good	Good	Good
Sunderland GP Alliance – Special Allocation		03/04/2019	Published	Good	Good	Good	Good	Good	Good