



GOSFORTH MEMORIAL MEDICAL CENTRE IS AN **OUTSTANDING** GP PRACTICE

Our GP Practice was inspected by the Care Quality Commission (CQC) in mid March this year. This is the organisation which inspects all Health Care and Social Care services for the quality of service they provide, and they have rated our GP Practice as **OUTSTANDING**, which means it is performing exceptionally well. Gosforth Memorial Medical Centre is thus in the top 4% of practices in England, one of the top 120 of the 3200 GP practices that have been inspected. (Source: GPonline)

WHEN A PRACTICE IS INSPECTED THERE ARE 5 MAIN CATEGORIES
WHICH THE INSPECTORS CONSIDER



IS THE PRACTICE?

- ◆ **SAFE** that patients are protected from abuse and avoidable harm
- ◆ **EFFECTIVE** that the care, treatment and support a patient receives achieves good outcomes and helps maintain quality of life and is based on the best available evidence
- ◆ **CARING** that staff involve and treat patients with compassion, kindness and dignity
- ◆ **RESPONSIVE TO PEOPLE'S NEEDS** that services are organised so that they meet patients' needs
- ◆ **WELL LED** that the leadership, management and governance of the organisation make sure it is providing high quality care that is based around an individual's needs, is encouraging learning and innovation, and promoting an open and fair culture.

PATIENT PARTICIPATION GROUP

The practice was praised for encouraging and valuing feedback from patients. The Patient Group (PPG) received special mention. Our regular meetings, and our contribution to discussions and decision making, for example about the refurbishment were noted. Our newsletter received specific positive comment. The Patient Group would like to take this opportunity to congratulate all the members of the Practice on achieving this well deserved accolade and to thank them sincerely for the care they give to their patients. Most of the content of this newsletter is extracted from the **CQC** inspection report & used with kind permission from the Care Quality Commission. If you would like to read the full inspection report for yourself, search online or go direct to the **CQC** website www.cqc.org.uk and type into their search box



'Gosforth Memorial Medical Centre.'

On the day the inspectors actually visit they interview members of the Practice – Doctors, Nurses, Reception Staff and Administrative Staff & a number of patients who just happen to be in the surgery that day. They also interviewed two members of the Patient Group. They are trying to find out how the practice functions and whether the various areas of management and policies provide for good outcomes for patients.

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Before the inspectors visit the practice there are many questions asked and a great deal of information submitted. The inspectors study the 'paperwork' and also request feedback from patients. Some of you may have completed the special feedback cards which were available in the waiting room just prior to the inspection day. The inspectors also considered the Friends and Family Test comments which patients can make at any time in the surgery. It also includes comments made by a sample of patients surveyed by the National GP Survey, in which 107 responses were received. In that survey Gosforth Memorial Medical Centre exceeded the percentages in comparison with the local area and nationally.

For example:

⇒ Overall experience of the practice as very good or good:

⇒ GMMC 98% Local CCG area 87%

⇒ National average 85%

⇒ Patients who would recommend the surgery:

⇒ GMMC 97% Local CCG area 87%

⇒ National average 78%

⇒ The experience of making an appointment was good:

⇒ GMMC 87% Local CCG area 75%

⇒ National average 73%

⇒ Getting an appointment to see or speak to someone the last time they tried:

⇒ GMMC 97% Local CCG area 85%

⇒ National average 85%

SO WHAT DID THEY LIKE ABOUT GOSFORTH MEMORIAL MEDICAL CENTRE?

Here are just some of the things they liked:

- The needs of patients were assessed and care was delivered in line with current evidence based guidance.
- Patients said they were treated with compassion, dignity and respect and that they were involved in their care and decisions about their treatment.
- The outcomes for patients with long term conditions were consistently better than the national average.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- Information about services and how to complain was available and easy to understand.
- All opportunities for learning from internal and external incidents were maximised. There was a culture of openness within the practice.
- Staff throughout the practice worked well together as a team. There was a clear management structure in place and staff felt supported.
- The extended hours surgeries were offered 6.30-7.30 on Mondays and Wednesdays.

In particular the practice is rated as **outstanding** for the care of older people, for the care of people whose circumstances may make them vulnerable, and for the care of patients with long term conditions.

- The practice had engaged with a group of people with learning disabilities to carry out a 'health quality check' of the practice. This enabled the staff to become aware of the specific needs of people with learning disabilities, in terms of, for example, 'easy read' leaflets for patients and their use of the premises. In addition one of the Health Care Assistants (HCA) was the first point of contact for patients on the Learning Disabilities register. The HCA had built up a rapport with those patients and their carers and as a result 35 out of 36 patients on the register had received their annual health check in the previous 12 months.
- The practice is the preferred practice for patients living in a local community based home for patients with chronic mental health illness. Services were tailored to meet those patients' individual needs. The inspectors heard of several examples of how staff from the practice positively engaged with the patients and built up relationships enabling a greater number of health checks to be carried out and subsequent diagnoses to be addressed.
- The practice had taken action to ensure that patients aged 75 or over, who did not have a long term condition, were offered an appointment for a regular health check. Of the 96 who were contacted, 79 attended for a health check. The practice reviewed the outcomes and 27 new diagnoses or issues were identified for which treatment plans were developed.

WHAT THE CQC WOULD LIKE THE PRACTICE TO DO?

The carpet in the nurse's room upstairs was noted and a more suitable replacement floor covering will be carried out when funds are in place.