

# Elsdon Avenue Surgery

## Inspection report

Elsdon Avenue  
Seaton Delaval  
Whitley Bay  
NE25 0BW  
Tel: 01912372299  
www.elsdonavenuesurgery.co.uk

Date of inspection visit: 8 June 2021  
Date of publication: 08/07/2021

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 to people's needs? | Good |  |
| Are services well-led?                     | Good |  |

# Overall summary

We carried out an announced inspection of Elsdon Avenue Surgery on 8 June 2021. Overall, the practice is rated as Good.

The key questions are rated as:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## **Why we carried out this inspection**

This inspection was a comprehensive inspection, we have carried out this inspection because the practice has reregistered with us as a new provider of GP services for this location.

## **How we carried out the inspection**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing and face to face interviews
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## **Our findings**

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:

# Overall summary

- The practice had systems to keep clinicians up to date with current evidence-based practice. We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance.
- Care was delivered and reviewed in a coordinated way when different teams, services or organisations were involved.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had a programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- We found staff had the knowledge and skills needed to provide effective care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The practice demonstrated they had good governance processes to monitor and improve safety and safeguarding within the practice.
- There was a clear vision and strategy to deliver high quality, sustainable care.
- There were arrangements in place to support good governance and management.
- The practice learned, improved and innovated as a result of safety information and incidents.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

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 who spoke with staff using video conferencing facilities, some face to face interviews and they undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and recorded reviews without visiting the location.

## Background to Elsdon Avenue Surgery

Elsdon Avenue Surgery provides care and treatment to approximately 3,850 patients of all ages in the town of Seaton Delaval. The practice is part of NHS Northumberland Clinical Commissioning Group and operates on a General Medical Services (GMS) contract. This is part of a contract held with NHS England.

The practice provides service from Elsdon Avenue Surgery, Seaton Delaval, Whitley Bay, Tyne and Wear, NE25 0BW. We visited this location as part of this inspection.

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

Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

There were four GPs who all work part time at the practice; three are female and one male. There was a part time practice manager, office manager and two practice nurses, health care assistant and a team of four administrative staff.

The practice was a teaching practice who hosted third year medical students.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were currently approximately 50% face to face and 50% telephone appointments.

Extended access appointments, where late evening and weekend appointments are available and out of hours appointments are provided by Vocare.