

Inspection Evidence Table

Monkseaton Medical Centre

(1-546042403)

Inspection Date: 11/1/2024

Date of data download: 10/01/2024

Responsive

Rating: Good

Responding to and meeting people’s needs
The practice organised and delivered services to meet patients’ needs.

	Y/N/Partial
The practice understood the needs of its local population and had developed services in response to those needs.	Y
The importance of flexibility, informed choice and continuity of care was reflected in the services provided.	Y
The facilities and premises were appropriate for the services being delivered.	Y
The practice made reasonable adjustments when patients found it hard to access services.	Y
There were arrangements in place for people who need translation services.	Y
The practice complied with the Accessible Information Standard.	Y
Explanation of any answers and additional evidence: The practice were aware of patients who required amendments made with markers on system to highlight these needs. The practice could demonstrate a flexible approach to appointments that met the needs of varying patient requirements.	

Practice Opening Times	
Day	Time

Opening times:	
Monday	8am - 6pm
Tuesday	8am - 6pm
Wednesday	8am - 6pm
Thursday	8am - 6pm
Friday	8am - 6pm
Appointments available:	
Monday	8.15am – 5.20pm
Tuesday	8.15am – 5.20pm
Wednesday	8.15am – 5.20pm
Thursday	8.15am – 5.20pm
Friday	8.15am – 5.20pm

Further information about how the practice is responding to the needs of their population

Extended access appointments were available to patients until 8pm, this was provided by Tyne Health who operate within the Primary Care Network.

Patients had a named GP who supported them in whatever setting they lived.

The practice was responsive to the needs of older patients and offered home visits and urgent appointments for those with enhanced needs and complex medical issues.

The practice liaised regularly with the community services to discuss and manage the needs of patients with complex medical issues.

All parents or guardians calling with concerns about a child were offered a same day appointment when necessary.

The practice held a register of patients living in vulnerable circumstances including homeless people, those with a learning disability and carers.

The practice adjusted the delivery of its services to meet the needs of patients with a learning disability.

The practice had introduced a 'one stop shop' approach to new mother and baby appointments which enabled women to access services at one appointment rather than attend numerous.

The Practice employ a range of professionals to improve patient experience this ensured patients were treated holistically.

The practice regularly sought patient feedback in relation to how patients felt these professionals and the services they offered had improved the practice.

The practice demonstrated having 'champions' who were trained in ensuring vulnerable groups were able to access services where required.

Access to the service

People were able to access care and treatment in a timely way.

	Y/N/Partial
Patients had timely access to appointments/treatment and action was taken to minimise the length of time people waited for care, treatment or advice.	Y
The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online).	Y
Patients were able to make appointments in a way which met their needs.	Y
There were systems in place to support patients who face communication barriers to access treatment (including those who might be digitally excluded).	Y
Patients with most urgent needs had their care and treatment prioritised.	Y
There was information available for patients to support them to understand how to access services (including on websites and telephone messages).	Y
<p>Explanation of any answers and additional evidence:</p> <p>The practice demonstrated a flexible approach to how patients could book appointments, this included both online and face to face.</p> <p>Practice staff had flexibility in booking appointments for patients where needed.</p> <p>Staff were able to add alerts to patient records where it was deemed patients needed a longer appointment time.</p> <p>The practice had implemented an improvement plan as a result of patient feedback and an audit carried out which looked at the way in which appointments were distributed. The Practice continuously looked at appointment type and where this benefited patient need. This was reviewed by management on a regular basis and schedules were amended where necessary to ensure long term condition reviews or other planned appointment needs were being met.</p> <p>The practice used a 'traffic light' approach in relation to appointments we saw evidence that all admin staff had been trained on this and the outcomes of the system had produced positive results.</p>	

National GP Patient Survey results

Note: From July 2022, CCGs have been replaced with Sub Integrated Care Board Locations (SICBL) and CCG ODS codes have been retained as part of this.

Indicator	Practice	SICBL average	England	England comparison
The percentage of respondents to the GP patient survey who responded positively to how easy it was	73.1%	N/A	49.6%	Variation (positive)

to get through to someone at their GP practice on the phone (01/01/2023 to 30/04/2023)				
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2023 to 30/04/2023)	72.9%	63.3%	54.4%	No statistical variation
The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times (01/01/2023 to 30/04/2023)	72.0%	58.9%	52.8%	Tending towards variation (positive)
The percentage of respondents to the GP patient survey who were satisfied with the appointment (or appointments) they were offered (01/01/2023 to 30/04/2023)	83.0%	77.9%	72.0%	No statistical variation

Any additional evidence or comments

The Practice have been higher than the average for England consistently over the last three years.

The Practice meet regularly to assess patient feedback and were able to demonstrate that they had discussed survey results. Furthermore, there was evidence of carrying out surveys at practice level to seek further improvements.

The Practice demonstrated using a wealth of practitioners to ensure patients had timely access to a professional.

Source	Feedback
NHS.uk website (formerly NHS Choices)	There have been no reviews posted in the last 12 months.

Listening and learning from concerns and complaints

Complaints were listened and responded to and used to improve the quality of care.

Complaints	
Number of complaints received in the last year.	6 written 22 verbal
Number of complaints we examined.	4
Number of complaints we examined that were satisfactorily handled in a timely way.	4
Number of complaints referred to the Parliamentary and Health Service Ombudsman.	0

	Y/N/Partial
Information about how to complain was readily available.	Y

There was evidence that complaints were used to drive continuous improvement.	Y
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Example(s) of learning from complaints.

Complaint	Specific action taken
Parent of patient recently deceased patient wanted to speak to someone to discuss the care of their son. Patient was male aged 35 years old	Meeting set with Complaints manager and Partner Lead with parents. Learning curve for practice was to understand mental health issues which was taken to a clinical meeting and pathways now in place.

