

Northumberland House Surgery

Inspection report

Hume Street Medical Centre
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Northumberland House Surgery on 16 January 2019 as part of our inspection programme. The practice was previously inspected in 2014 and rated good.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The feedback we received from the care homes was very positive about the practice.

- The results from the national patient survey were higher than average in a number of areas. The practice was rated fifth in the county out of 63 practices in the latest national survey results.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The practice had a focus on learning and improvement.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Review the rationale for exception reporting in the Quality and Outcomes Framework.

- Ensure that business continuity plans are also available off site.

- Review staff awareness of how to access key practice documentation.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

Background to Northumberland House Surgery

Northumberland House Surgery is located in Kidderminster in Worcestershire and provides general medical services to patients. The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Northumberland House Surgery has a list size of 14,000 patients. The practice serves an area which has high levels of deprivation and looks after a number of travellers, approximately one percent of the practice list.

There is a car park behind the practice for patients and the practice has disabled access.

The practice has five GP partners and four salaried GPs (a mixture of male and female offering patients their preferred choice). The practice has three nurse practitioners, four practice nurses and two healthcare assistants (HCAs). The clinical team are supported by a practice manager and a team of reception and administrative staff. The practice employed a Pharmacist three days per week.

Northumberland House Surgery is an approved GP training practice for registrars. Fully qualified doctors who want to enter into general practice spend 12 months working at the practice to gain the experience they need to become a GP. The practice also supervises a number of medical students from the University of Birmingham.

The practice has a Patient Participation Group (PPG), a group of patients registered with a practice who work with the practice team to improve services and the quality of care.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice does not provide out of hours services. Patients are advised to contact 111 for urgent GP access outside of normal GP working hours. When patients dial 111 they get advice from the Out of Hours service which is commissioned by the CCG.