

# Upper Eden Medical Practice

## Inspection report

The Health Centre  
Silver Street  
Kirkby Stephen  
Cumbria  
CA17 4RB

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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 Upper Eden Medical Practice on 15 March 2019 as part of our inspection programme. (Previous rating November 2014 – Outstanding).

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 practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw an area of outstanding practice:

- Nurses at the practice had undergone extra training to be able to perform clinical interventions for patients at the practice or in their own homes to save them a journey to hospital. This included changing urinary catheters, flushing peripherally inserted central catheters (PICC lines) and emptying chest drains. These were services the practice was not commissioned for.

However, there were some areas where the practice should make improvements:

- Carry out an annual infection control audit for all practice sites;
- All staff should complete any overdue mandatory training;
- Prescription stationery should be stored in a locked cabinet at all sites in accordance with current guidance;
- The provider should improve the follow up for patients with a recent diagnosis of cancer and also improve the percentage of patients diagnosed with cancer who are referred by the practice via the two week wait route;
- Set up regular meetings or emails with the patient participation group in order to gather feedback.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP  
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)	Requires improvement	
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 advisor and a practice manager specialist advisor.

## Background to Upper Eden Medical Practice

Upper Eden Medical Practice is located in Kirkby Stephen in Cumbria. The main surgery is in Kirkby Stephen and there are branch surgeries in Brough and Tebay. The practice provides primary medical care services to patients living in and around these areas from the following addresses. We visited the main site in Kirkby Stephen and the branch surgery in Brough during this inspection:

- The Health Centre, Silver Street, Kirkby Stephen, Cumbria, CA17 4RB.
- Main Street, Brough, Kirkby Stephen, Cumbria, CA17 4AY.
- Off Church Street, Tebay, Cumbria, CA10 3SP

The practice is based at ground floor level at the main surgery and both branch surgeries. There is on-site parking, including disabled parking bays, and step-free access. The practice provides services to just under 6,700 patients of all ages based on a General Medical Services (GMS) contract agreement for general practice.

The practice is part of NHS North Cumbria clinical commissioning group (CCG) and is within an area of relatively low levels of deprivation. The practice population is made up of a higher than average proportion of patients over the age 65 (27.8% compared to the national average of 17.3%).

The practice has five GP partners and two salaried GPs (three male and four female GPs in total), one nurse practitioner, three practice nurses, two health care assistants and two assistant practitioners, a practice manager, a dispensary manager, plus a number of dispensary staff and staff who complete secretarial, administrative and reception duties.

When the practice is closed patients can access out-of-hours care via Cumbria Health on Call (CHoC) and the NHS 111 service. 'Extended access' appointments are available on weekday evenings and weekends either at the practice or other local venues operated by other providers.