

Dr Geetha Ramachandran & Dr Prasanna Balakrishnan

Inspection report

5 Trinity Mews
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2019
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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 Dr Geetha Ramachandran & Dr Prasanna Balakrishnan (Hirsel Surgery), 5 Trinity Mews, North Ormesby, Middlesbrough. TS3 6AL on 14 January 2019. Our inspection team was led by a CQC inspector and included a GP specialist advisor.

Our judgement of the quality of care at this service is based 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.

We concluded that:

- Systems were in place to report, record and disseminate learning from significant events and complaints.
- Staff worked to clear protocols and evidence based clinical guidance to meet patients' needs.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines
- Quality improvement activity was carried out which resulted in improved outcomes for patients.
- Staff treated patients with courtesy and respect. Feedback from patients confirmed this.
- The leadership, governance and culture of the practice promoted an inclusive supportive environment for staff.

Whilst we found no breaches of regulations, the areas where the provider should make improvements are:

The practice should improve in their identification of carers.

The practice should carry out a fire drill.

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

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 inspector and included a GP specialist advisor.

Background to Dr Geetha Ramachandran & Dr Prasanna Balakrishnan

Dr Geetha Ramachandran & Dr Prasanna Balakrishnan (Hirsel Surgery), 5 Trinity Mews, North Hirsel Surgery delivers general medical services (GMS) under a contract between themselves and NHS England and is one of thirty eight practices serving the NHS South Tees CCG area. They are part of a local GP federation with other practices in the area. There are two GP partners, one is female and one is male.

Hirsel Medical practice is located within North Ormesby medical village. There are 3,682 patients on the practice list (1,874 male and 1,808 female). and there are a large proportion of patients from ethnic background. Patients can book appointments face to face, by the telephone or online.

The practice GPs do not provide an out-of-hours service to their own patients and patients are signposted to the local out-of-hours service via 111 when the surgery is closed and at weekends. In an emergency patients are advised to ring 999 or attend the nearest accident and emergency department.

There are two practice nurses, a health care assistant, a practice manager and reception and administration staff. The nurses promote healthy living; and provide support for patients with long term conditions such as diabetes, asthma and chronic obstructive pulmonary disease (COPD). The practice has car parking facilities and access for the disabled. There are links to public transport. There were no previous performance issues or concerns about the practice.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level three represents high levels of deprivation. Male life expectancy is 79 years which is the same as the national average of 79 years. Female life expectancy is 83 years which is the same as the national average.

There are a slightly higher proportion of patients over 65 on the practice list compared with practices nationally.