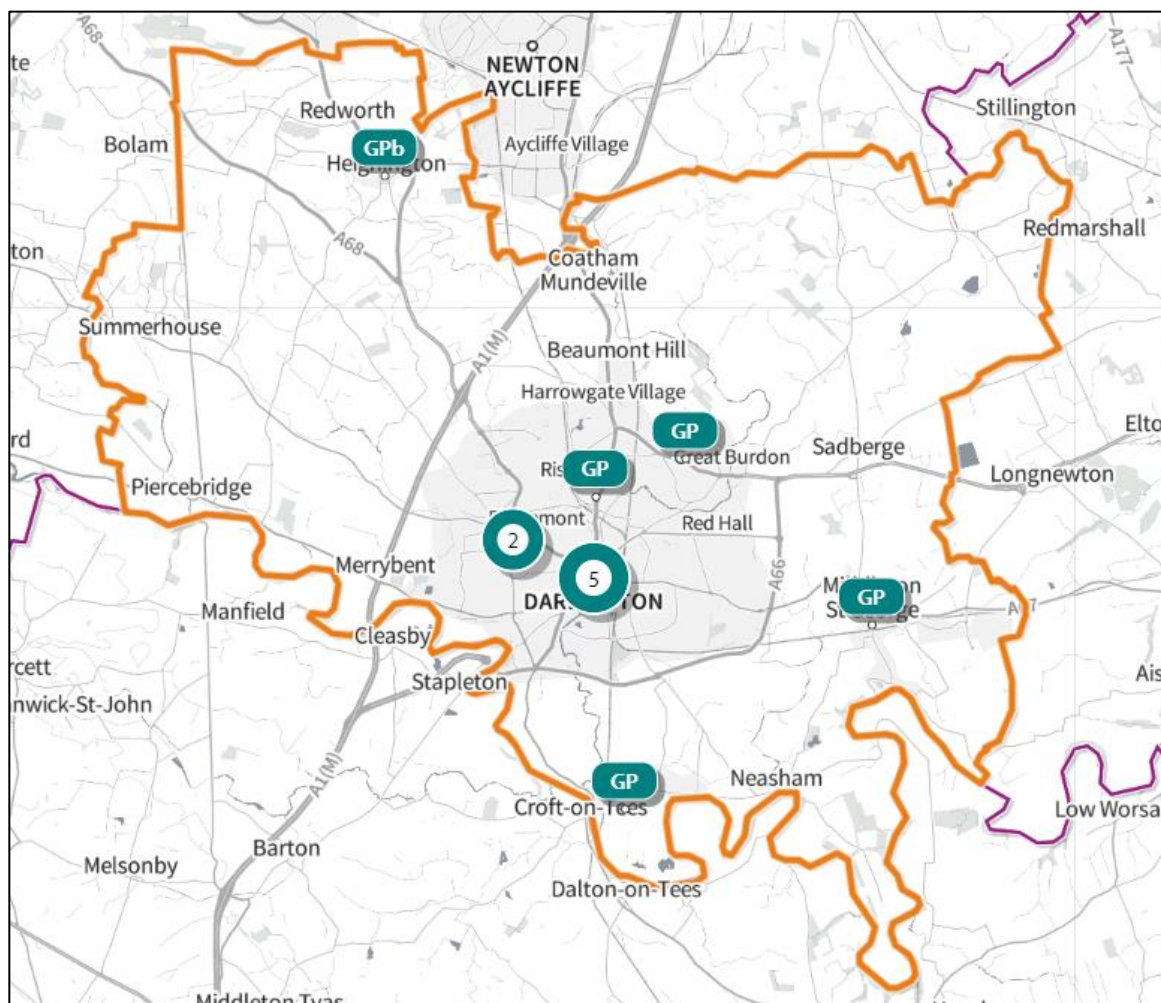


# Primary Medical Care and General Practice Access: Darlington Data Pack

**Better health  
and wellbeing for all...**

## Darlington General Practice Overview



Location of general practices and branch sites:

Data Source: SHAPE Atlas (<https://app.shapeatlas.net/>)

In Darlington there are 11 practices in 1 Primary Care Network, covering a registered population of 113,129 (October 2023).

Number of Practices	Smallest List Size	Largest List Size	Average List Size	Number of PCNs
11	4,780	14,915	10,284	1

The 11 practices and list sizes as of October 2023 are seen below:

Practice	Practice List Size
Blacketts Medical Practice	10,960
Carmel Medical Practice	11,345
Clifton Court Medical Practice	12,009
Denmark Street Surgery	14,915
Moorlands Surgery	13,422
Neasham Road Surgery	13,122
Orchard Court Surgery	8,567
Parkgate Surgery	4,780
Rockcliffe Court Surgery	6,105
St Georges Medical Practice	5,797
Whinfield Medical Practice	12,107

## Practice Opening Hours

Practice	Opening Hours
Blacketts Medical Practice	<p><u>Reception Opening Hours</u>  Monday, Tuesday, and Thursday: 07:30am – 06:00pm  Wednesday and Friday: 08:15am – 06:00pm</p> <p><u>Telephone Reception Opening Hours</u>  Monday to Thursday: 08:00am – 05:30pm  Friday: 08:00am – 01:00pm and 02:00pm – 05:30pm</p>
Carmel Medical Practice	<p>Monday to Friday: 08:00am – 06:00pm  <i>The surgery is closed on Tuesday lunchtimes from 12:30 - 1:30pm, for staff training.</i>  <i>The practice offers early morning appointments at 07:30am and 7:45am Tuesday to Thursday.</i></p>
Clifton Court Medical Practice	<p>Monday: 08:00am – 12:00pm and 02:00pm – 06:00pm  Tuesday to Friday: 08:00am – 06:00pm</p>
Denmark Street Surgery	<p>Monday, Tuesday, Thursday, and Friday: 07:30am – 06:00pm  Wednesday: 07:30am – 12:00pm and 02:00pm – 06:00pm</p>
Moorlands Surgery	<p>Monday, Tuesday, and Thursday: 08:00am – 06:00pm  Wednesday: 08:00am – 12:00pm and 02:00pm – 06:00pm  Friday: 07:30am – 06:00pm</p>
Neasham Road Surgery	<p>Monday, Wednesday, Thursday, and Friday: 08:00am – 06:00pm  Tuesday: 08:00am – 12:45pm and 01:45pm – 06:00pm</p>
Orchard Court Surgery	<p>Monday, Wednesday, Thursday, and Friday: 07:30am – 06:00pm  Tuesday: 07:30am – 12:00pm and 01:00pm – 06:00pm</p>
Parkgate Surgery	<p>Monday, Wednesday, Thursday, and Friday: 08:00am – 06:00pm  Tuesday: 08:00am – 08:00pm</p>
Rockcliffe Court Surgery	<p>Monday, Wednesday, and Friday: 08:00am – 18:00pm  Tuesday and Thursday: 07:30am* – 18:00pm  <i>*Pre-booked appointments only between 07:30am – 08:30am</i></p>
St Georges Medical Practice	<p>Monday, Tuesday, Thursday, and Friday: 08:00am – 06:00pm  Wednesday: 08:00am – 12:30pm and 02:00pm – 06:00pm  <i>Early morning appointments are available from 07:30am Monday to Friday</i></p>
Whinfield Medical Practice	<p>Monday, Tuesday, and Friday: 08:00am – 06:00pm  Wednesday: 07:00am – 12:30pm and 02:00pm – 06:00pm  Thursday: 07:00am – 06:00pm</p>

Data Source: GP Practice Websites

## CQC Rating

Practice	Overall CQC Rating	CQC Domain Ratings
Blacketts Medical Practice	<p>Good  Latest Inspection: 16/10/2019  Latest Review: 06/07/2023</p>	<p>Safe: Good  Effective: Good  Caring: Good  Responsive: Good  Well-led: Good</p>
Carmel Medical Practice	<p>Good  Latest Inspection: 03/12/2019  Latest Review: 06/07/2023</p>	<p>Safe: Good  Effective: Outstanding  Caring: Good</p>

		Responsive: Good Well-led: Good
Clifton Court Medical Practice	Good Latest Inspection: 15/10/2019 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Outstanding
Denmark Street Surgery	Good Latest Inspection: 21/09/2016 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Good
Moorlands Surgery	Good Latest Inspection: 20/02/2019 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Outstanding
Neasham Road Surgery	Good Latest Inspection: 05/02/2020 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Good
Orchard Court Surgery	Outstanding Latest Inspection: 02/03/2015* <i>*The practice is registered with CQC under Drs Charlton, Russell, Stevens &amp; Stone. CQC have not undertaken any reviews since 2015.</i>	Safe: Outstanding Effective: Good Caring: Outstanding Responsive: Outstanding Well-led: Outstanding
Parkgate Surgery	Good Latest Inspection: 05/12/2017 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Good
Rockcliffe Court Surgery	Good Latest Inspection: 05/12/2017 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Good
St Georges Medical Practice	Good Latest Inspection: 04/09/2018 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Good
Whinfield Medical Practice	Good Latest Inspection: 20/03/2019 Latest Review: 06/07/2023	Safe: Good Effective: Good Caring: Good Responsive: Good Well-led: Good

Data Source: [Care Quality Commission \(cqc.org.uk\)](http://carequalitycommission.org.uk)

## Staffing Levels

Practice	Headcount (HC) and Full Time Equivalent (FTE)* for:			
	GP	Nurse	Direct Patient Care	Admin
Blacketts Medical Practice	HC 10	HC 5	HC 2	HC 20
	FTE 7.9	FTE 3.4	FTE 1.8	FTE 12.8
Carmel Medical Practice	HC 6	HC 6	HC 2	HC 16
	FTE 4	FTE 4.2	FTE 1.4	FTE 13
Clifton Court Medical Practice	HC 8	HC 7	HC 5	HC 15
	FTE 6.5	FTE 5.7	FTE 3.3	FTE 12.6
Denmark Street Surgery	HC 15	HC 7	HC 6	HC 27
	FTE 12.7	FTE 6.5	FTE 5	FTE 19.7
Moorlands Surgery	HC 9	HC 9	HC 4	HC 18
	FTE 5.2	FTE 6.7	FTE 3.9	FTE 14.3
Neasham Road Surgery	HC 5	HC 7	HC 3	HC 15
	FTE 4.8	FTE 5.5	FTE 1.9	FTE 11.4
Orchard Court Surgery	HC 6	HC 2	HC 1	HC 12
	FTE 4.3	FTE 1.5	FTE 0.9	FTE 8.7
Parkgate Surgery	HC 3	HC 4	HC 1	HC 8
	FTE 1.9	FTE 3.7	FTE 0.9	FTE 6.1
Rockcliffe Court Surgery	HC 4	HC 6	HC 2	HC 11
	FTE 2.8	FTE 3	FTE 1.3	FTE 7.4
St Georges Medical Practice	HC 3	HC 2	HC 1	HC 11
	FTE 1.6	FTE 1.5	FTE 0.8	FTE 8.4
Whinfield Medical Practice	HC 7	HC 8	HC 1	HC 18
	FTE 5.7	FTE 6.5	FTE 0.8	FTE 14.8

Data Source: SHAPE Atlas (<https://app.shapeatlas.net/>) General Practice Workforce Data – 31 October 2023

\*FTE refers to the number of full-time hours being worked, whilst HC is the number of staff employed.

GP Headcount and Full Time Equivalent as a ratio to patient list size:

Practice	Headcount		Full time Equivalent	
	GP	GP: patient ratio	GP	GP: patient ratio
Blacketts Medical Practice	10	1: 1,090	7.9	1: 1,387
Carmel Medical Practice	6	1: 1,890	4	1: 2,836
Clifton Court Medical Practice	8	1: 1,501	6.5	1: 1,847
Denmark Street Surgery	15	1: 994	12.7	1: 1,174
Moorlands Surgery	9	1: 1,491	5.2	1: 2,581
Neasham Road Surgery	5	1: 2,624	4.8	1: 2,733
Orchard Court Surgery	6	1: 1,427	4.3	1: 1,992
Parkgate Surgery	3	1: 1,593	1.9	1: 2,515
Rockcliffe Court Surgery	4	1: 1,526	2.8	1: 2,180
St Georges Medical Practice	3	1: 1,932	1.6	1: 3,623
Whinfield Medical Practice	7	1: 1,729	5.7	1: 2,124

The table above and below are based on October 2023 workforce data and October 2023 GP practice list sizes.

Area	HC GP: patient ratio	FTE GP: patient ratio
Darlington	1: 1,488 patients	1: 1,970 patients
Tees Valley	1: 1,448 patients	1: 1,804 patients
England	1: 1,339 patients	1: 1,680 patients

As seen in the above table, Darlington has a GP (HC) to patient ratio of 1:1.4 compared to England which has a ratio of 1:1.3.

Data Source: General Practice Workforce Data ([General Practice Workforce - NHS Digital](#)) and Patient List Sizes ([Patients Registered at a GP Practice - NHS Digital](#))

## **Direct Enhanced Services - NHS England**

Direct Enhanced Services (DESS) are nationally agreed and have to be offered to all GP practices in England. Practices can decide whether they sign up to a DES or not, but they must be offered the opportunity to do so.

Weight Management DES: The Covid-19 pandemic focused on obesity and weight management, which led to the introduction of a new DES in 2022/23. The aim of this DES was to introduce new measures to tackle obesity.

Learning Disabilities DES: The DES is designed to encourage practices to identify patients aged 14 and over with learning disabilities, to maintain a learning disability 'health check' register and offer an annual health check, which will include a health action plan.

Minor Surgery DES: The DES allows GPs to conduct minor surgical procedures, including injections and incisions or excisions which helps increase patient satisfaction in general practice.

Out of Area DES: All GP practices are free to register new patients who live outside their practice area without any obligation on the practice to provide home visits for such patients when the patient is at home, away from, and unable to attend, their registered practice. The purpose of the DES is for the practice to provide primary medical services to patients in their home area during core hours if they have an urgent care need and if they cannot reasonably be expected to attend their registered practice.

All Darlington practices are signed up to the Minor Surgery, Learning Disability and Weight Management DES; only 1 practice is signed up to the Out of Area DES.

## **Patient Online Management Information**

Practice	% of patients enabled to use:		
	Appointment booking and cancellation	Repeat prescription ordering	View detailed coded record
National Average	44.42%	49.60%	37.03%
Tees Valley Average	44.10%	50.00%	31.73%
Blacketts Medical Practice	52.24%	53.08%	47.40%
Carmel Medical Practice	59.90%	61.03%	55.15%
Clifton Court Medical Practice	40.75%	49.90%	5.87%
Denmark Street Surgery	53.68%	55.20%	5.46%
Moorlands Surgery	55.80%	56.72%	53.76%
Neasham Road Surgery	46.80%	48.32%	43.13%
Orchard Court Surgery	46.35%	49.52%	46.14%
Parkgate Surgery	47.64%	47.89%	26.07%
Rockcliffe Court Surgery	55.48%	57.54%	54.23%
St Georges Medical Practice	63.07%	66.64%	60.00%
Whinfield Medical Practice	55.47%	57.42%	51.89%

Data Source: Patient Online Management Information: <https://digital.nhs.uk/data-and-information/publications/statistical/mi-patient-online-pomi/current> (31 October 2023)



## General Practice Appointment Data

The appointment rate per 1,000 for all appointments include face-to-face, telephone, online/ video, home visits and unknown appointments.

### Tees Valley

Month	Appointment rate per 1,000 (All appointments)	Telephone appointment rate per 1,000	Face-to-face appointment rate per 1,000
October 2019	555.4	50.5	447.0
October 2020	519.2	149.6	334.2
October 2021	558.7	132.7	392.7
October 2022	553.9	91.22	435.7
October 2023	563.0	76.0	426.2

Data Source: [Appointments in General Practice - NHS Digital](#)

From October 2019 (pre-pandemic) till October 2023 the appointment rate per 1,000 has increased in Tees Valley, meaning that more appointments have been booked in 2023 than in 2019. Also, the amount of telephone appointments has increased since 2019.

### Darlington

Month	Average appointment rate per 1,000 (All appointments)
October 2019	543.37
January 2020*	493.08
October 2022	550.21
January 2023	471.28
April 2023	390.74
July 2023	470.53
October 2023	572.06

Data Source: [Appointments in General Practice - NHS Digital](#)

\*Prior to January 2020, data was reported under Darlington Clinical Commissioning Group (CCG). Between January 2020 and October 2022, the data was reported as Tees Valley CCG, therefore not able to disaggregate. General practice appointment data at individual practice level commenced in October 2022.

Detailed practice breakdown Oct 2022 - Oct 2023:



Darlington practices  
appointment data.xlsx

# GP Patient Survey results

Data Source: [GP Patient Survey \(gp-patient.co.uk\)](http://gp-patient.co.uk)

		Q32. Overall, how would you describe your experience of your GP practice?				Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?				Q16. Were you satisfied with the type of appointment you were offered?				Q21. Overall, how would you describe your experience making an appointment?				Q6. How satisfied are you with the general practice appointment times that are available to you?			
		National Average 2023		71%		National Average 2023		50%		National Average 2023		72%		National Average 2023		54%		National Average 2023		53%	
Practice Code	Practice	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021
A83005	Whinfield Medical Practice	81%	75%	79%	85%	64%	37%	45%	33%	78%	73%	70%	78%	63%	52%	53%	60%	62%	58%	60%	60%
A83006	Orchard Court Surgery	81%	98%	93%	98%	64%	92%	88%	100%	78%	93%	89%	98%	63%	93%	89%	94%	62%	82%	85%	85%
A83010	Moorlands Surgery	81%	78%	71%	73%	64%	41%	41%	49%	78%	70%	70%	75%	63%	55%	58%	61%	62%	48%	52%	55%
A83013	Neasham Road Surgery	81%	73%	73%	84%	64%	54%	46%	56%	78%	73%	74%	78%	63%	43%	65%	72%	62%	55%	63%	67%
A83031	Carmel Medical Practice	81%	74%	64%	92%	64%	47%	26%	80%	78%	72%	59%	84%	63%	51%	39%	72%	62%	54%	35%	58%
A83034	Blacketts Medical Practice	81%	88%	87%	90%	64%	85%	88%	99%	78%	82%	90%	91%	63%	76%	84%	88%	62%	71%	76%	85%
A83040	Clifton Court Medical Practice	81%	78%	69%	83%	64%	62%	45%	64%	78%	66%	71%	81%	63%	57%	63%	68%	62%	57%	62%	66%
A83047	Denmark Street Surgery	81%	61%	67%	87%	64%	28%	30%	49%	78%	74%	65%	82%	63%	50%	49%	75%	62%	42%	53%	71%
A83048	Rockcliffe Court Surgery	81%	100%	92%	96%	64%	98%	96%	96%	78%	94%	97%	96%	63%	86%	91%	94%	62%	82%	89%	91%
A83070	St George's Medical Practice	81%	87%	93%	97%	64%	94%	94%	96%	78%	80%	90%	88%	63%	76%	87%	91%	62%	69%	69%	80%
A83641	Parkgate Surgery	81%	76%	70%	81%	64%	68%	67%	76%	78%	83%	76%	78%	63%	56%	54%	68%	62%	56%	67%	73%

The table above is a comparison of the results from 2023 to 2022.

		Q32. Overall, how would you describe your experience of your GP practice?				Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?				Q16. Were you satisfied with the type of appointment you were offered?				Q21. Overall, how would you describe your experience making an appointment?				Q6. How satisfied are you with the general practice appointment times that are available to you?			
		National Average 2023		71%		National Average 2023		50%		National Average 2023		72%		National Average 2023		54%		National Average 2023		53%	
Practice Code	Practice	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021
A83005	Whinfield Medical Practice	81%	75%	73%	85%	64%	37%	45%	33%	78%	73%	70%	78%	63%	52%	53%	60%	62%	58%	60%	60%
A83006	Orchard Court Surgery	81%	98%	93%	98%	64%	92%	88%	100%	78%	93%	89%	98%	63%	93%	89%	94%	62%	82%	85%	85%
A83010	Moorlands Surgery	81%	78%	71%	73%	64%	41%	41%	49%	78%	70%	70%	75%	63%	55%	58%	61%	62%	48%	52%	55%
A83013	Neasham Road Surgery	81%	73%	73%	84%	64%	54%	46%	56%	78%	73%	74%	78%	63%	43%	65%	72%	62%	55%	63%	67%
A83031	Carmel Medical Practice	81%	74%	64%	92%	64%	47%	26%	80%	78%	72%	59%	84%	63%	51%	39%	72%	62%	54%	35%	58%
A83034	Blacketts Medical Practice	81%	88%	87%	90%	64%	85%	88%	99%	78%	82%	90%	91%	63%	76%	84%	88%	62%	71%	76%	85%
A83040	Clifton Court Medical Practice	81%	78%	69%	83%	64%	62%	45%	64%	78%	66%	71%	81%	63%	57%	63%	68%	62%	57%	62%	66%
A83047	Denmark Street Surgery	81%	61%	67%	87%	64%	28%	30%	49%	78%	74%	65%	82%	63%	50%	49%	75%	62%	42%	53%	71%
A83048	Rockcliffe Court Surgery	81%	100%	92%	96%	64%	98%	96%	96%	78%	94%	97%	96%	63%	86%	91%	94%	62%	82%	89%	91%
A83070	St George's Medical Practice	81%	87%	93%	97%	64%	94%	94%	96%	78%	80%	90%	88%	63%	76%	87%	91%	62%	69%	69%	80%
A83641	Parkgate Surgery	81%	76%	70%	81%	64%	68%	67%	76%	78%	83%	76%	78%	63%	56%	54%	68%	62%	56%	67%	73%

The table above is a heat map of the GP Patient survey results from 2021 to 2023 for Darlington.

		Q32. Overall, how would you describe your experience of your GP practice?		Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?		Q16. Were you satisfied with the type of appointment you were offered?		Q21. Overall, how would you describe your experience making an appointment?		Q6. How satisfied are you with the general practice appointment times that are available to you?			
		National Average 2023		71%		National Average 2023		50%		National Average 2023		53%	
Practice Code	Practice	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023
A83005	Whinfield Medical Practice	74%	75%	49%	37%	75%	73%	57%	52%	55%	58%		
A83006	Orchard Court Surgery	74%	98%	49%	92%	75%	93%	57%	93%	55%	82%		
A83010	Moorlands Surgery	74%	78%	49%	41%	75%	70%	57%	55%	55%	48%		
A83013	Neasham Road Surgery	74%	73%	49%	54%	75%	73%	57%	43%	55%	55%		
A83031	Carmel Medical Practice	74%	74%	49%	47%	75%	72%	57%	51%	55%	54%		
A83034	Blacketts Medical Practice	74%	88%	49%	85%	75%	82%	57%	76%	55%	71%		
A83040	Clifton Court Medical Practice	74%	78%	49%	62%	75%	66%	57%	57%	55%	57%		
A83047	Denmark Street Surgery	74%	61%	49%	28%	75%	74%	57%	50%	55%	42%		
A83048	Rockcliffe Court Surgery	74%	100%	49%	98%	75%	94%	57%	86%	55%	82%		
A83070	St George's Medical Practice	74%	87%	49%	94%	75%	80%	57%	76%	55%	69%		
A83641	Parkgate Surgery	74%	76%	49%	68%	75%	83%	57%	56%	55%	56%		

The table above show the Darlington practices' results in 2023 compared to the Tees Valley average.