

23 JUNE 2026

Norton Medical Centre: Response to latest CQC inspection

Summary

Following a recent Committee request, representatives of Norton Medical Centre will be in attendance to provide a response to the latest Care Quality Commission (CQC) inspection of its services (published in March 2026).

Detail

1. On 6 March 2025, the CQC published its findings following a mid-2024 inspection of Norton Medical Centre. The CQC's overall rating of the practice was downgraded to 'requires improvement' (from its previous 'good' rating given in early-2023), with the 'responsive' domain being deemed 'inadequate'.
2. Prior to the publication of these findings, the CQC served a Notice of Decision on Norton Medical Centre on 15 October 2024 for Failure to Comply with Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Norton Medical Centre failed to provide assurance there was a safe system in place to triage service users safely.

The CQC also served a warning notice on Norton Medical Centre on 8 November 2024 for Failure to Comply with Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Norton Medical Centre failed to establish and maintain a safe system of triage for service-users, and lacked oversight of significant event monitoring. Norton Medical Centre had until 10 February 2025 to comply with these regulations.

3. In response to the CQC's publication in March 2025, the Committee invited representatives of the practice to provide its response to the regulator's findings. The presentation given at the Committee meeting in May 2025, and subsequent discussion points, can be found at <https://moderngov.stockton.gov.uk/mgAi.aspx?ID=4715>.
4. On 6 March 2026, the CQC published its latest view of Norton Medical Centre following an inspection in October 2025. The practice's overall rating remained 'requires improvement', but whilst there the 'effective' and 'responsive' domains had been upgraded, the 'well-led' domain was downgraded to 'inadequate' – see <https://www.cqc.org.uk/location/1-552779884/reports/AP13990/overall>

	New CQC Rating	Previous CQC Rating
Overall	Requires Improvement	Requires Improvement
Safe	Requires Improvement	Requires Improvement
Effective	Good	Requires Improvement
Caring	Good	Good
Responsive	Requires Improvement	Inadequate
Well-Led	Inadequate	Requires Improvement

Prior to the publication of these findings, the CQC served a warning notice on Norton Medical Centre on 17 November 2025 for failing to meet the regulations relating to safe care and treatment at Norton Medical Centre.

5. Reflecting on these latest outcomes, the Committee agreed that the practice should provide a further response at a forthcoming meeting. Again, Members were particularly keen to understand how the practice would be seeking to address the issues raised by the regulator.
6. GP Partners from Norton Medical Centre, as well as the Interim Practice Manager, are scheduled to be in attendance at this meeting. A presentation has been provided in advance for consideration (see attached).

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