

Silloth Group Medical Practice

Inspection report

Lawn Terrace
Silloth
Wigton
Cumbria
CA7 4AH
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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?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Silloth Group Medical Practice on 29 March 2019 as part of our inspection programme (previous rating November 2015 – Good overall and Outstanding for Caring).

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, but as outstanding for responsive and 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 treated patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

We rated the practice as outstanding for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.

- There were innovative approaches to providing integrated person-centred care.
- Due to the remote location of the practice and the distance from acute hospitals, the practice had taken a number of steps to ensure patients could receive more care closer to home.

We saw some areas of outstanding practice:

- The practice had scored above local and national averages for every question in the most recent National GP Patient Survey, released in July 2018, and were consistently among the top five practices (out of 40) in the clinical commissioning group for patient responses.
- Given the distance from hospital, the practice had taken steps to ensure as much care as possible could be offered close to home. For example, nurses at the practice undertook additional training to be able to flush peripherally inserted central catheters (PICC lines). They also put in place a “chest pain package” which meant all staff were trained and aware what to do in the event of a patient presenting with chest pain. The idea was that all tests – such as taking bloods and carrying out ECGs – would be performed before the ambulance arrived so that a patient could be taken to hospital as quickly as possible.

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

Our inspection team

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

Background to Silloth Group Medical Practice

Silloth Group Medical Practice provides Primary Medical Services to the town of Silloth and surrounding villages in a remote part of the West Cumbrian coast. The practice provides services from one location, Lawn Terrace, Silloth, Wigton, Cumbria, CA7 4AH. We visited this address as part of the inspection

The practice building was purpose built in the 1980s. All consultation rooms are on the ground floor. There is wheelchair access and a lowered reception counter. There are disabled toilet facilities and a marked disabled bay in the large dedicated car park for patients at the rear of the surgery.

The practice has two male GP partners and a practice manager who is a managing partner. There is a female salaried GP. There are two part-time practice nurses, a healthcare assistant, eight reception and administration staff and a cleaner.

The practice provides services to approximately 4,230 patients of all ages. The practice is commissioned to provide services within a General Medical Services (GMS) contract with NHS England.

Data from Public Health England shows that the practice has higher than average levels of patients aged over 60 and lower levels of patients below the age of 40. There is a 5% increase in patients during the summer months due to temporary residents which are mostly people on holiday at one of the number of caravan parks within the practice area.

The practice is open between 8:00am - 6:30pm Monday to Friday.

Consulting times are Monday to Friday 9am to 11am and between 2pm and 5:40pm.

The service for patients requiring urgent medical attention out of hours is through the NHS 111 service and Cumbria Health On Call (CHOC).