

Croston Village Surgery

Inspection report

Outlane
Croston
Leyland
PR26 9HJ
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www.crostonvillagesurgery.co.uk

Date of inspection visit: 8 December 2023
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an unannounced focused inspection at Croston Village Surgery on 8 December 2023. We did not award a rating as we did not inspect the whole of the domains.

The full reports for previous inspections can be found by selecting the 'all reports' link for Croston Village Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection following information of concern and risk identified by the Care Quality Commission. We looked at specific information in the following key questions:

- Safe – inspected not rated
- Effective – inspected not rated
- Responsive - inspected not rated
- Well-led – inspected not rated

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews
- Completing clinical searches on the practice's electronic patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 found that:

- Since our last inspection the practice had merged with another practice and a new partnership had begun. Systems and processes, roles and responsibilities were in the process of review.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Further work was required to embed governance systems and oversight of non-clinical risk into everyday practice.

Whilst we found no breaches of regulations, the provider **should**:

- Improve advice given to patients about benzodiazepine drugs.

Overall summary

- Improve governance arrangements for managing incidents and complaints.
- Continue to train, support and supervise staff.
- Improve the processes for managing non-clinical risks, issues and performance.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and team inspector who spoke with staff and undertook a site visit. The team included a GP specialist advisor who spoke with staff and completed clinical searches and records reviews on site.

Background to Croston Village Surgery

Croston Village Surgery is located in Town at:

Out Lane

Croston

Leyland

Lancashire

PR26 9HJ

The practice has a branch surgery at:

Eccleston Village Surgery

The Health Centre

Eccleston

Lancashire

PR7 5RA

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Lancashire and South Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 10,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Leyland Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the highest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1.1% Asian, 97% White, 0.4% Black, 1.3% Mixed, and 0.2% Other.

There are a higher number of older people registered at the practice compared to the national average.

This practice is led by a partnership of 2 GPs who provide cover at both surgeries. They are supported by 3 salaried GP's, 4 advanced nurse practitioners, 3 practice nurses, 2 health care assistants, a nurse associate, a lead administrator, 2 office managers, 5 care navigators, a medicine coordinator, a senior secretary and a secretary. The practice manager works across both surgeries to provide managerial oversight.

The main practice and branch are both open between 8 am to 6.30 pm Monday to Friday. A range of appointment types including book on the day, telephone consultations and advance appointments are available.

Extended access is provided at the main practice Saturday morning 8am to 12:30pm. Out of hours services are provided by NHS111.