

Lathom House Surgery

Inspection report

31 Lord Street
Burscough
Ormskirk
Lancashire
L40 4BZ


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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 

Overall summary

This practice is rated as Good overall. (Previous rating October 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

We carried out a focused desk-based review of Lathom House Surgery on 11 April 2019. This inspection was to see whether the breaches of Regulations 12 (Safe Care and Treatment) and 19 (Fit and Proper Persons Employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 found at our last inspection had been addressed. For this inspection, we focused on the key question of Safe which we rated as requires improvement in October 2018.

We also looked at the areas we indicated for improvement at our previous inspection.

At this inspection we found:

- The practice had reviewed the recruitment policy and procedure and put systems in place that would allow for safe recruitment of staff. Documentation in existing staff files had been strengthened.
- A full infection and prevention control audit had taken place and any actions identified had been addressed.

- The management of patients taking high-risk medicines was comprehensive and patients were appropriately monitored. Checks on medicines held in doctors' bags were added to practice existing medicines checks.
- There was improved management of significant incidents; an annual review of incidents was scheduled and an ongoing summary of events planned.
- The practice had expanded the patient participation group; they had displayed a new poster in the waiting area and discussion had taken place as to how the group would be better used in the future.

The areas where the provider **should** make improvements are:

- Implement plans for an ongoing summary of significant incidents and annual review.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

A Care Quality Commission (CQC) lead inspector conducted a desk-based review of the evidence supplied to us by the practice.

Background to Lathom House Surgery

Lathom House Surgery is located at 31 Lord Street, Burscough, Ormskirk, L40 4BZ. The practice is part of the NHS West Lancashire Clinical Commissioning Group (CCG) and provides services under a General Medical Services contract with NHS England. It has 4421 patients on its register. The practice website address is www.lathomhousesurgery.nhs.uk.

Lathom House Surgery was established in 1998 and provided from a converted residential dwelling. The building was extended in 2005. The practice provides consultation and treatment rooms on the ground and first floor. The surgery provides good access for those with mobility problems. Patient car parking is available. The GP surgery is close to a health centre and the practice is hoping to relocate into the health centre in 2019.

The female principle GP is supported by two female salaried GPs. The staffing complement includes one practice nurse, three health care assistants, one business manager, an office manager and five administrative / reception staff.

The practice is open Mondays to Fridays from 8.00am to 6.30pm, appointments are available between 9.00am and 11.50am each morning and in the afternoon from between 3pm and 5.30pm. Appointments outside core

hours are available from the Extended Access Service, which offers appointments weekdays between 6.30pm and 8.00pm and daytime during Saturdays and Sundays. The service runs from various locations on weeknights and from three hubs in West Lancashire at the weekend.

Information published by Public Health England rates the level of deprivation within the practice population group as eight on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a higher number of patients over the age of 65 years, 24% compared with the England average of 17%. The largest age group of patients registered at the practice are aged between 50 and 54 years.

The practice has 56% of its population with a long-standing health condition, which is higher than CCG average (55%) and the England average (51%). Unemployment at 5% is higher than the local average of 3% and the national average of 4%.

The practice provides surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.