

Riverside Family Practice

Inspection report

St Peters Health Centre
Church Street
Burnley
BB11 2DL
Tel: 01282644123
www.riversidefamilypractice.org.uk

Date of inspection visit: 16 September 2022
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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?

Requires Improvement 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Riverside Family Practice on 16 September 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective – Requires improvement

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 13 March 2018, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

This inspection was a comprehensive inspection carried out due to the length of time since the last inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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

Overall summary

- 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

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 dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review the policy on actioning pathology results within one to two weeks to mitigate the risk of an abnormal result not being actioned in a timely manner.
- Ensure that there is a robust process in place to check that the required monitoring has been done for patients on all high risk drugs and for those with a long term condition.
- The practice should ensure that the second cycles of audits are completed to demonstrate improvements in patient care.
- Improve the quality of medication reviews so that all reviews done are of the same standard and ensure that medication reviews are being done and coded correctly at least annually.
- Investigate the reason for the data showing low uptake for childhood immunisation, possibly a coding error.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Riverside Family Practice

Riverside Family Practice is located in Burnley at:

St Peters Health Centre

Church Street

Burnley

Lancashire

BB11 2DL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is situated within the NHS Lancashire and South Cumbria Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 5341. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called Burnley West Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 52.1% White, 45.2% Asian, 2.7% Black, Mixed and Other.

The age distribution of the practice population shows that there are more male and female patients under the age of 45 and less male and females over the age of 50 than local and national averages. There are more male patients registered at the practice compared to females.

There are two GP partners who are supported by three practice nurses who provide nurse led clinics for long-term conditions. The clinical team is supported by a practice manager, a medical secretary and a team of reception/administration staff.

The practice is a training practice for Foundation year two junior doctors and GP trainees and provides support for training PCN clinical pharmacists at the practice.

The practice is open between 8am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by East Lancashire Alliance, where late evening and weekend appointments are available. Out of hours services are provided by East Lancashire Medical Services (ELMS).