

# Leigh Family Practice

## Inspection report

Bridgewater Medical Centre

Henry Street

Leigh

Lancashire

WN7 2PE

Branch surgeries:

475 Wigan Road

Leigh

Lancashire

WN7 5HQ

6 The Centre

Richmond Drive

Higher Folds

Leigh

Lancashire

WN7 2XY

Tel: 01942 481830

[www.ssphealth.com/our-practices/](http://www.ssphealth.com/our-practices/leigh-family-practice)

[leigh-family-practice](http://leigh-family-practice)

Date of inspection visit: 20 Feb to 20 Feb 2019

Date of publication: 04/03/2019

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?

Good



Are services well-led?

Good



# Overall summary

## **This practice is rated as Good overall.**

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Leigh Family Practice on 20 February 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We also visited the branch surgeries as part of the inspection. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

The areas where the provider should make improvements are:

- Continue to explore ways to improve telephone access to the practice.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and a second CQC inspector.

## Background to Leigh Family Practice

Leigh Family Practice is the registered provider and provides primary care services to its registered list of 8861 patients. The practice delivers commissioned services under the Alternative Provider Medical Services (APMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; and treatment of disease, disorder and injury.

The practice has recently become part of part of SSP Health Primary Care Limited, a federated organisation and benefits from support from the leadership and governance teams. The practice has access to support and leadership from a nursing lead and pharmacist as well as access to human resources, auditing and finance teams.

Regulated activities are delivered to the patient population from the following address:

Bridgewater Medical Centre,  
Henry Street,

Leigh

Lancashire

WN7 2PE

Branch surgeries:

475 Wigan Road

Leigh

Lancashire

WN7 5HQ

6 The Centre

Richmond Drive

Higher Folds

Leigh

Lancashire

WN7 2XY

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

[www.ssphealth.com/our-practices/leigh-family-practice](http://www.ssphealth.com/our-practices/leigh-family-practice)

There are five GPs (three female and two male) and they are supported by a practice nurse. There are also four regular bank GPs who support the practice from the pool of SSP GPs. There is also a practice manager and supporting administration staff.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Bridgewater NHS Foundation Trust –through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.