

Atkinson Health Centre Practice

Inspection report

Alfred Barrow Health Centre
Duke Street
Barrow -in-Furness
LA14 2LB
Tel: 01229822205

Date of inspection visit: 17 August 2022
Date of publication: 16/09/2022

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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Atkinson Health Centre Practice on 17 August 2022. Overall, the practice is rated as Good.

The key question ratings are as follows:

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

This is the first time this practice has been inspected under its current CQC registration.

Why we carried out this inspection

This inspection was a comprehensive inspection to check the provider was complying with the regulations under the Health and Social Care Act 2008. We inspected all five key questions to determine if the service is safe, effective, caring, responsive and well led.

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 remotely using video conferencing and also on-site;
- Completing clinical searches and associated records reviews on the practice's patient records system and discussing findings with the provider;
- Requesting evidence from the provider for analysis;
- A shorter site visit;
- Further communications for clarification.

Our findings

Overall summary

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;
- 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;
- Feedback from staff was positive regarding the leadership and management of the practice;
- Patients received effective care and treatment that met their needs although the monitoring of high-risk medicines was in need of review for some patients;
- Staff dealt with patients with kindness and respect and utilised social prescribing to help improve patient's health and wellbeing;
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic and monitored access to services;
- Following the inspection the provider acted promptly to resolve any issues identified during the inspection.

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

- Review the management of patients prescribed medicines that require monitoring to ensure this is being completed in accordance with recommended best practice guidelines;
- Include the contact details of the parliamentary and health service ombudsman in complaint correspondence;
- Continue with plans to improve cervical cancer screening uptake levels;
- Progress plans to establish an active patient participation group.

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

Background to Atkinson Health Centre Practice

Atkinson Health Centre Practice serves a mainly urban population and is located in Barrow-in-Furness at:

Alfred Barrow Health Centre,

Duke Street,

Barrow-in-Furness.

LA14 2LB

The practice is situated in a modern purpose-built health centre (Alfred Barrow Health Centre). There is car parking provided for patients in a dedicated car park opposite the health centre and the practice is close to public transport. There is an on-site pharmacy located at the front of the building.

The entrance of the building provides level access for patients to enter the premises and the building is equipped with disabled access facilities. Services for patients are located on the ground and first floor. Atkinson Health Centre Practice is located on the first floor of the building and is accessible via a staircase or lift access.

The first floor of the building is equipped with a large and smaller seating area, two electronic check-in kiosks, health promotion display screens, a patient appointment call screen and a reception area equipped with a hearing loop. There is also a lactation room and baby changing room, disabled access and male and female toilets and a private room for staff or patients to use when required.

Zone H is used by Atkinson Health Centre Practice. This area is equipped with five consulting rooms and one treatment room. There are other facilities located within this area such as clean and dirty utility rooms, a store room, staff toilets and a changing area, a beverage room, two disabled access toilets and lift access. Hand sanitisers are located throughout the building in key areas.

The practice manager, assistant practice manager, medicines manager and the administration and reception team are based within another connected part of the building. This area is equipped with an office for the practice manager, a telephonist room, an administration room, a GP room, a refreshment area and store room facilities. Some of these areas are shared with other teams that are co-located within the building.

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

The practice is situated within the Lancashire and South Cumbria Integrated Care Board and delivers General Medical Services (GMS) to a patient population of about 5,155. This is part of a contract held with NHS England.

The practice is part of a wider network of ten GP practices called a primary care network (PCN) in the Barrow and Millom Primary Care Network. The nearest practices to Atkinson Health Centre Practice are Abbey Road Surgery and Risedale Surgery which are co-located in the same health centre.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (2 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 98.2% White, 1.0% Asian, Mixed 0.5%, 0.1% Black and 0.1% other. Life expectancy for females is 80.5 years and 76.5 years for males, which is slightly lower than the national average of 83.2 years and 79.7 years respectively.

Atkinson Health Centre Practice had a team of three GP partners (one male and two female) and one female salaried GP who provided cover at the practice. The practice also employed four part-time practice nurses, a part-time locum practice nurse, a part-time health care assistant and a part-time phlebotomist.

The GPs were supported by a practice management team and reception/administration staff. This included a practice manager, deputy practice manager, medicine manager, seven receptionists, a secretary, a prescribing clerk and a workflow administrator.

The practice is open from 8am to 6.30pm Monday to Friday. Extended access appointments are available on a Tuesday and Friday morning.

When the practice is closed, patients are able to access out of hours services offered locally by Cumbria Health on Call by contacting NHS 111.

The practice is a GP teaching practice and accepts medical students.