

Lane Ends Surgery

Inspection report

200 Tulketh Brow
Ashton-on-ribble
Preston
Lancashire
PR2 2JJ
Tel: 01772529260
www.laneendssurgery.co.uk

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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Lane Ends Surgery on 25 February 2020. The provider of the service had been inspected previously at a different location address. This location was registered in November 2018 and this was the first inspection of this service.

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 have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Practice risk assessment processes were wide-ranging.
- Patients received effective care and treatment that met their needs. The practice provided weekly drop-in baby clinics to provide holistic care to new parents and a comprehensive weekly women's health clinic.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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. There were comprehensive plans in place to strengthen practice governance.

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

- Consider a regular review of all vulnerable children on the register and ensure family members of those children are identified on the health record system.
- Continue with plans to review practice workflow processes and implement a GP audit of the process.
- Improve the oversight of GP trainee management of communications and test results to ensure practice policy is followed.
- Document a formal risk assessment of those medicines not held in the practice for use in patient medical emergencies.
- Continue with plans to improve patient telephone access to the practice.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a member of Health Innovation Manchester who was shadowing the team.

Background to Lane Ends Surgery

Lane Ends Surgery is located in three-storey purpose-built premises at 200 Tulketh Brow, Ashton-on-Ribble, Preston, PR2 2JJ. Patient services are provided on the ground and first floors; there is a lift or stairs for patient access. The surgery has good transport links and there is a patient car park on site.

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Lane Ends Surgery is part of the NHS Greater Preston clinical commissioning group (CCG) and provides services to approximately 8,307 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and the CCG for delivering services to the local community.

The provider is a partnership of two male GPs and employs one female fellowship GP undertaking four surgery sessions a week as a salaried GP, and one female long-term locum GP. They are assisted by an advanced nurse practitioner, two practice nurses, two paramedics training to become advanced care practitioners and a health care assistant. There is a practice manager, a new

associate practice manager, a deputy practice manager and a team of administration staff one of whom works as the practice medicines co-ordinator. At the time of our inspection, the practice was in the process of recruiting a clinical pharmacist.

The practice is a training practice for GPs in training and a teaching practice for medical students. At the time of our inspection, there were five GP trainees working at the practice. The practice is part of the Greater Preston Medical Group primary care network of GP practices.

The practice population includes a higher number (13.1%) of children under the age of 15, and a lower number (15%) of people over the age of 65, in comparison with the CCG averages of 11.9% and 17.4% respectively. Information published by Public Health England, rates the level of deprivation within the practice population group as five on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.