

# Silloth Group Medical Practice

## Inspection report

Lawn Terrace  
Silloth  
Wigton  
CA7 4AH  
Tel: 01697331309  
[www.sillothgroupmedicalpractice.nhs.uk](http://www.sillothgroupmedicalpractice.nhs.uk)

Date of inspection visit: 12 and 18 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?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Outstanding	
Are services well-led?		Good	

# Overall summary

We carried out an announced focused inspection at Silloth Group Medical Practice on 12 and 19 September 2022. Overall, the practice is rated as Good.

The key question ratings were:

Safe - Good

Effective - Good

Well-led – Good

At our previous inspection in March 2019 we rated the practice as Good overall and for the key questions Safe, Effective, Caring, and Well-Led. They were rated as Outstanding for the key question of responsive.

The full reports for previous inspections can be found by selecting the 'all reports' link for Silloth Group Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This was a focused inspection to follow up on concerns that were raised with us.

## 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.
- Staff questionnaires
- 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
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

# Overall summary

## **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. The practice was working hard to ensure backlogs created by COVID-19 were being reduced quickly and safely.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

**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 staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Silloth Group Medical Practice

Silloth Group Medical Practice is registered with CQC to provide Primary Medical Services to patients from one location:

- Lawn Terrace, Silloth, Wigton, Cumbria CA7 4AH.

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

The practice is situated within the NHS North East and Cumbria integrated care board (ICB) and delivers General Medical Services (GMS) to about 4300 registered patients. This is part of a contract held with NHS England.

Opening times are 8.00 am to 6.30pm Monday to Friday.

Information taken from Public Health England places the area in which the practice is in the fifth decile for deprivation. In general, people living in less deprived areas tend to have lesser need for health services. However, the practice's age distribution profile is weighted towards an above national average older population with over 32% of their list being over the age of 65.

The practice is part of a wider network of GP. Out of hours services are provided by Cumbria Health On Call and NHS 111.