

# Stable Fold Surgery

## Inspection report

119 Church Street  
Westhoughton  
Bolton  
Lancashire  
BL5 3SF  
Tel: 01942813678  
[www.stablefoldsurgery.co.uk](http://www.stablefoldsurgery.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?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Stable Fold Surgery on 31 January 2020 as part of our inspection programme. The practice had previously been inspected on 17 December 2018 and had been rated as requires improvement with the following key question ratings:

Safe – requires improvement

Effective – requires improvement

Caring – good

Responsive – good

Well-led – requires improvement.

In December 2018 we found breaches in Regulation 12 HSCA (RA) Regulations 2014, safe care and treatment and Regulation 17 HSCA (RA) Regulations 2014, good governance.

This was an announced full comprehensive inspection to ensure the required improvements had been made.

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, with the following key question ratings:**

Safe – good

Effective – good

Caring – good

Responsive – requires improvement

Well-led – good

**We rated all the population groups requires improvement.**

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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice requires improvement for providing responsive services because:

- The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the telephone was significantly below average and had decreased in the previous year.

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

- Increase the number of clinical GP and nursing appointments available to patients.
- Continue to review GP patient survey results.

**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

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

## Our inspection team

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

## Background to Stable Fold Surgery

Stable Fold Surgery is located at 119 Church Street, Westhoughton, Bolton, BL5 3SF. 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, which can be found at

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

Stable Fold Surgery is a member of NHS Bolton Clinical Commissioning Group (CCG) and provides services to 7,224 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership consisting of four partners, two male and two female. There is an advanced nurse practitioner, two practice nurses and a healthcare assistant. They are supported by a practice manager,

assistant practice manager and administrative and support staff. There is a visiting clinician with a paramedic background, employed by the Primary Care Network, and there are several specialists at the practice that are employed by the CCG. These include a mental health practitioner, a clinical pharmacist, a social prescriber, health improvement practitioners and a musculoskeletal practitioner.

There are higher than average number of patients over the age of 65. The National General Practice Profile states that 96% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years (above the CCG average of 78 and the England average of 80) and female life expectancy is 84 years (above the CCG average of 81 and the England average of 83).