

The Croft Surgery

Inspection report

Kirkbride
Wigton
CA7 5JH
Tel: 01697351207

Date of inspection visit: 7 november
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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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of the Croft Surgery in relation to the responsive key question. This assessment was carried out on 7 November 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as **Good**.

Safe - Good

Effective – Good

Caring - Good

Responsive – Good

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for the Croft Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a targeted assessment of the key question of responsive.

How we carried out the inspection

This inspection was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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.

We found that:

- Patients were satisfied with the access to appointments offered by the practice. This was reflected in the National GP survey.
- The practice understood the needs of its local population.
- The practice had an active and effective Patient Participation Group.
- The practice dealt with complaints in a timely manner and learned from them.

Overall summary

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 inspector who spoke with staff using video conferencing facilities.

Background to The Croft Surgery

The Croft Surgery is located in Kirkbride, Wigton CA7 5JH.

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

The practice is situated within the NHS North East and North Cumbria Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 3500 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is on the 6th decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population is 95.5% white with the remainder of the population being mixed.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including telephone consultations and advance appointments. The practice has 5.6 whole-time equivalent GPs and 1.4 nurses.

Out of hours services are provided by 111 and Cumbria Health On Call.