

The Euxton Medical Centre

Inspection report

St Mary's Gate
Euxton
Chorley
Lancashire
PR7 6AH

Tel: 01257 267402

www.euxtonmedicalcentre.nhs.uk

Date of inspection visit: 25 September 2018

Date of publication: 04/10/2018

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 well-led?

Good



Overall summary

This practice is rated as Good overall. (Previous rating March 2018 – Good)

The key questions at this inspection are rated as:

Are services well-led? - Good

We carried out a focused desk-based review of The Euxton Medical Centre on 25 September 2018. This inspection was to see whether the breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance) found at our last inspection had been addressed. For this inspection, we focused on the key question of Well-led which we rated as requires improvement in March 2018.

At this inspection we found evidence the breach had been addressed; specifically, we found:

- Practice policies and procedures had been reviewed and implemented where necessary to support the delivery of safe and effective services.

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. Lessons learned from patient complaints and significant incidents were discussed and shared with all staff.
- Management overview of actions taken as a result of patient safety alerts had been improved.
- The governance of clinical staff training and membership of professional bodies had been strengthened.
- The practice had introduced and embedded a new system to ensure the security of prescriptions in the practice.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

A Care Quality Commission (CQC) lead inspector conducted a desk-based review of the evidence supplied to us by the practice.

Background to The Euxton Medical Centre

The Euxton Medical Centre is situated on St. Marys Gate, Euxton in a semi-rural part of Chorley at PR7 6AH and is part of the NHS Chorley and South Ribble Clinical Commissioning Group (CCG). Services are provided under a general medical service (GMS) contract with NHS England.

The surgery is housed in single-story purpose-built accommodation which was extended in 2012 and offers access and facilities for wheelchair users and visitors. The practice website can be found at www.euxtonmedicalcentre.nhs.uk.

There are approximately 4290 registered patients. The practice population includes a higher number of patients aged between 45 and 75 years of age than the national average; 45% compared to 35% nationally.

Information published by Public Health England, rates the level of deprivation within the practice population group as ten on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy in the practice geographical

area reflects the national average for males at 80 years and 83 years for females.

The practice opens from 8am to 6.30pm Monday to Friday and offers extended opening on Mondays until 8.30pm. Extended opening appointments are also offered every weekday evening until 8pm and an additional five

appointments on Saturday and Sundays from 9am to 4pm at one of three neighbouring practices through an arrangement with other local surgeries. Appointments at the practice are from 8.30am to 11.30am and 3.30pm to 5.30pm on weekdays and from 6.30pm to 8.30pm on Mondays. The practice provides online patient access that allows patients to book appointments and order prescriptions. When the practice is closed, patients are able to access out of hours services offered locally by the provider GoToDoc by telephoning NHS 111.

The practice has two GP partners one male and one female. The practice also uses the services of a regular female locum GP for two surgery sessions each week. Two practice nurses, a trainee healthcare assistant, a practice manager, a medicines co-ordinator and an additional team of eight reception and administration staff, assist the GPs. The practice is a teaching practice for undergraduate student doctors although at the time of our inspection, this had been suspended for the time being.

The practice is registered with CQC to provide maternity and midwifery services, treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures as their regulated activities.

The practice was previously inspected in March 2018. The full comprehensive report following our March inspection can be found on our website here: <https://www.cqc.org.uk/location/1-583790642>.

Are services well-led?

We rated the practice as good for providing a well-led service.

At our previous inspection in March 2018, we rated the practice as requires improvement for providing well-led services. We found policies and procedures were sometimes lacking or insufficient and there were gaps in the overall governance of the practice; risks to the health and safety of service users had not always been mitigated. At this inspection, we found these issues had been comprehensively addressed.

Governance arrangements

The practice had reviewed and improved governance systems to support good governance and management of the practice.

- Practice leaders had evaluated and established policies, procedures and activities to ensure safety and assured themselves that they were operating as intended.
- A new system to ensure the security of prescriptions in the practice had been maintained and embedded into practice.

- There was evidence of management overview of clinical staff professional membership and training; a new clinical staff training matrix had been implemented.

Managing risks, issues and performance

The practice had reviewed processes for managing risks, issues and performance, and risks had been mitigated appropriately.

- Actions taken as a result of patient safety alerts were recorded to ensure they were managed safely.
- The discussion of complaints and significant events was a standing agenda item at practice meetings to share learning and we saw minutes of these meetings.
- The practice held an annual review of complaints and significant events to review actions taken and share learning points.

Please refer to the evidence tables for further information.