

# Queensway Medical Centre

## Inspection report

Queensway  
Poulton-Le-Fylde  
Blackpool  
FY6 7ST  
Tel: 01253890219  
[www.queensway.info](http://www.queensway.info)

Date of inspection visit: 31 May 2022  
Date of publication: 19/07/2022

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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Queensway Medical Centre on 31 May 2022. Overall, the practice is rated as Good.

The key question ratings are as follows:

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

Following our previous inspection on 20 June 2016, the practice was rated good overall and for all key questions except for the responsive key question which was rated outstanding.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Queensway Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection to check the provider was complying with the regulations under the Health and Social Care Act 2008. We inspected all five key questions to determine if the service is safe, effective, caring, responsive and well led.

## 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 remotely using video conferencing;
- Speaking with the PPG chair remotely via the telephone;
- 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 for remote analysis;
- A shorter site visit;
- Further communications for clarification.

## Our findings

# Overall summary

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;
- information from the provider, patients, the public and other organisations.

We have rated this practice as **Good** overall

We found that:

- Practice leaders engaged positively in the inspection process and staff provided positive feedback on their experience of working at the practice;
- The way the practice was led and managed promoted the delivery of person-centre care;
- Patients received effective care and treatment that met their needs however the monitoring of high-risk medicines was in need of review for some patients;
- The practice was actively engaged in quality improvement and clinical audit activities and had identified areas for development to ensure continuous improvement;
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic;
- Patients could access care and treatment in a timely way subject to the available resources of the practice;
- Recruitment records sampled confirmed staff had been recruited in accordance with legal requirements;
- Emergency equipment and medicines were in place to ensure an appropriate response to a medical emergency;

We found one outstanding feature:

- The provider was committed to contributing to the local healthcare economy and improving outcomes for patients. It had engaged in several areas of quality improvement activity which had resulted in reduced onward referrals to secondary care as well as initiating an alert system to improve care for patients nearing the end of life which had been adopted across the CCG patch.

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

- Review the management of patients prescribed high-risk drugs to ensure monitoring is being completed in accordance with recommended best practice guidelines;
- Provide complainants with a written response to their complaints when appropriate;
- Continue to support staff to complete outstanding training as identified on practice training records;
- Rectify maintenance and refurbishment issues within the premises.

**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

## 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 the lead GP using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Queensway Medical Centre

Queensway Medical Centre is located in Poulton-Le-Fylde, Lancashire at:

Queensway,  
Poulton-Le-Fylde,  
Blackpool,  
Lancashire  
FY6 7ST

The practice is situated in an older purpose built building in the centre of the town close to public transport. There is ramp access to the front and rear of the building and a disabled access toilet in the waiting area. There are seven consulting rooms (including two treatment rooms) on the ground floor and four additional consulting rooms located on the first floor. The practice management team, receptionists, administrators and pharmacists are located on the first floor where there are additional rooms for storage, kitchen facilities and a room used by the primary care network.

The practice ensured ground floor consultation rooms were available for those patients who could not access the stairs. There is a car park at the rear of the premises.

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

The practice is situated within the Fylde and Wyre Clinical Commissioning Group and delivers General Medical Services (GMS) to a patient population of about 9,273. This is part of a contract held with NHS England.

The practice is part of the Wyre Integrated Network (a wider network of four GP practices) called a primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the ninth highest decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 95.9% White, 2% Asian, mixed 1.4%, 0.3% Black and 0.3% other. Life expectancy for females is 84.2 years and 80.6 years for males, which is slightly higher than the national average of 83.1 years and 79.3 years respectively.

Queensway Medical Centre had a team of two GP partners (two males) three salaried GPs (one male and two females) three locum GPs (two males and one female) and a GP trainee (male) who provided cover at the practice. The practice clinical team was also supported by an advanced clinical practitioner (ACP) and another trainee ACP, an advanced nurse practitioner, three practice nurses, an assistant practitioner, a health care assistant, two first contact mental health practitioners and two practice pharmacists. An additional eight clinical staff were employed by the primary care network who provided additional support to the practice clinical team.

The GPs were supported by a practice manager, an assistant practice manager, a receptionist manager, an administration manager, eight receptionists, two secretaries, an administration commissioner, a commissioning administrator and an IT and marketing administrator.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of appointment time.

The practice is open from 8am to 6.30pm Monday to Friday. Extended access nursing appointments are available on a Monday and Wednesday from 6:30 pm to 8:00 pm and from 8:00 am to 2:00 pm on a Saturday at another practice within the local PCN.

Extended access appointments are also available via the Fylde Coast Integrated Urgent Care Service, where late evening and weekend appointments are available. The service offers pre-bookable and same-day routine primary care appointments with a range of clinicians including GPs, nurses and health care assistants. The out of hours service is provided by Fylde Coast Medical Service.

Queensway Medical Centre is a GP teaching practice for general practice speciality training year two and three doctors and accepts year three to five medical students from two universities.