

Old Hall Surgery

Inspection report

24-26
Stanney Lane
Ellesmere Port
CH65 9AD
Tel: 0151355119
www.oldhallsurgery.co.uk/

Date of inspection visit: 5 July 2023
Date of publication: 17/08/2023

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 comprehensive inspection at Old Hall Surgery on 5 July 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

We inspected the key questions of:

Safe, effective, caring, responsive and well-led.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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.

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.
- Patients could access care and treatment in a timely way.

Overall summary

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

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

- Continue to embed systems and processes for managing risks and safeguarding.
- Review the management of patient records to demonstrate medication reviews and information provided to patients during consultations.
- Take action to address monitoring and follow up action required for patients with long term conditions.
- Continue to monitor and improve the uptake of cervical screening and childhood immunisations.
- Continue to ensure all Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) documentation is held and up to date.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and included additional CQC inspectors 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 Old Hall Surgery

Old Hall Surgery is located in Ellesmere Port at:

24-26 Stanney Lane

Whitby

Ellesmere Port

CH65 9AD

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

The practice is situated within the Cheshire and Merseyside Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 5,800. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, One Ellesmere Port Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 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 97.4% White, 1.2% Asian, 0.9% Mixed, 0.3% Black and 0.1% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 4 GPs. The practice has a nursing team who provide nurse led clinics for long-term conditions. Clinicians are supported at the practice by a team of reception/administration staff and a business manager.

The practice is open between 8am to 6:30pm Monday to Friday and alternate Mondays and Wednesday until 8pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.