

Hollins Grove Surgery

Inspection report

153 Blackburn Road
Darwen
BB3 1ET
Tel: 01254 701961
Web site in development

Date of inspection visit: 7/08/2019
Date of publication: 30/08/2019

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.

Overall summary

We carried out an announced comprehensive inspection at Hollins Grove Surgery on 6 March 2019. This was the first inspection of this service for this single-handed GP provider. The practice was rated as requires improvement overall, (Safe and Effective rated as requires improvement and Well led rated as inadequate). We issued a warning notice for breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance). The full comprehensive report on the 6 March 2019 inspection can be found by selecting the 'all reports' link for Hollins Grove Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 7 August 2019 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breach identified within the warning notice.

At this inspection we found:

- Good progress in meeting the requirements of the warning notice had been achieved.
- A comprehensive quality improvement plan was being implemented and effective progress was being made in improving service delivery in several areas.

- The GP provider had brought in a support team to help implement the changes required to develop, introduce and improve systems and processes to ensure comprehensive oversight of both managerial and clinical risk. A strategy of joint working and collaboration with another GP practice was being established.
- Governance systems had been improved. The introduction of a web based electronic information system supported practice management.
- Systems to ensure safety were prioritised and established and evidence of shared learning and improvement was available.

As per our published inspection methodology, a further full comprehensive inspection visit will be carried out to monitor the work the practice has started to produce the required improvements to the service.

Details of our findings and the evidence supporting them 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

The practice was visited by a Care Quality Commission (CQC) lead inspector.

Background to Hollins Grove Surgery

Hollins Grove Surgery (153 Blackburn Road, Darwen, BB3 1ET) occupies a converted terraced premise in Darwen. Car parking is available on the street outside the building.

The surgery facilities are split over two floors, with a lift available to facilitate access to the upper floor for patients experiencing mobility difficulties.

The practice also has a branch site located at 3 Lime Street, Blackburn, BB1 7EP. We did not visit the branch site as part of this inspection visit.

The practice provides services to a patient list of approximately 2324 patients via a general medical services contract with NHS England. It is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG).

Male and female life expectancy (76 and 81 years respectively) for the practice population is in line with local averages and slightly below national averages (79 and 83 years respectively). The practice's patient population consists of a slightly lower proportion of older people, with 13% being over the age of 65 for example (national average 17.3%), and 4.6% being over the age of

75 (national average 7.8%). The practice caters for a similar proportion of patients with a long-standing health condition at 50%, compared to the national average of 51%.

Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by the single-handed GP provider (male), with locums employed to provide additional GP cover. The GP provider is working with another GP practice to enable a strategy of joint working including managerial support and practice nurse cover at both GP surgeries. The team of administrative/reception staff at Hollins Grove Surgery are all newly recruited to the team.

The practice is a teaching practice for medical students.

Outside normal surgery hours, patients are advised to contact the out of hours service, offered locally by the provider East Lancashire Medical Services.

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