

Penketh Health Centre

Inspection report

The Health Centre
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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Penketh Health Centre on 8 October 2019 due to the length of time since the last comprehensive inspection.

Following our Annual Regulatory Review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Effective and Well-led.

Because of the assurance received from the Annual Regulatory Review we carried forward the ratings from the last comprehensive inspection for the following key questions: Safe, Caring and Responsive.

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 have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

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

- Review the systems for oversight of staff training, appraisal and recruitment to ensure consistency.
- Ensure that clinical meetings are recorded to establish the areas covered and agreements made.
- Review the system for managing patient safety alerts to ensure all required actions have been taken.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Penketh Health Centre

Penketh Health Centre is located in Penketh, Warrington, Cheshire.

The practice is run by five GP partners (4 female and one male). The team also includes four salaried GP (female) a team of practice nurses including three advanced nurse practitioners, a clinical pharmacist and technician, three health care assistants, practice manager, management team, reception and administration staff.

The practice is open 8am to 6.30pm Monday to Friday. Patients can access an extended hours service at the practice on Monday and Wednesday evenings between 6.30pm and 8.30pm by pre-booked appointment.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they are then directed to contact the local 111 service to triage their symptoms and be forwarded to an out of hours service.

Penketh Health Centre is situated within Warrington Clinical Commissioning Group (CCG) and provides services to approximately 14,100 patients under the terms of a General Medical Services (GMS) contract.

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 and family planning, surgical procedures.

There is a higher than average number of patients over the age of 65 and an average percentage of patients with a long-standing health condition.

Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. This is within the lower than average range as level one represents the highest levels of deprivation and level ten the lowest.

Male life expectancy is the same as the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.