

# St Georges Surgery

## Inspection report

62 Haslingden Road  
Blackburn  
Lancashire  
BB2 3HS  
Tel: 01254584888  
[www.stgeorgessurgery.co.uk](http://www.stgeorgessurgery.co.uk)

Date of inspection visit: 17/07/2019 to 17/07/2019  
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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 comprehensive follow up inspection at St Georges Surgery on 17 July 2019. We undertook this inspection following an inspection in October 2018. At that time, we rated the service as Requires Improvement. We issued the provider with a requirement notice for a breaches of regulation 19, fit and proper persons and Regulation 17 good governance. The full report from our October 2018 inspection visit can be found here [www.cqc.org.uk](http://www.cqc.org.uk)

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:

- The surgery had made improvements in the way they disseminated patient safety alerts and stored blank prescriptions.

- Patients received effective care and treatment that met their needs.
- There were comprehensive quality assurance systems in place that were underpinned by consistent monitoring.
- Patients commented that staff were caring and professional.
- Staff were well trained and competent in the delivery of good patient care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **should** make improvements are:

- Continue to develop the way significant events and incidents are analysed.
- Continue to develop the way complaints are investigated and responded to.

**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

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

## Our inspection team

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

## Background to St Georges Surgery

St Georges Surgery is based in a residential area close to Blackburn town centre and the local NHS hospital at 62 Haslingden Road, Blackburn, Lancashire, BB2 3HS. The practice website can be found at [www.stgeorgessurgery.co.uk](http://www.stgeorgessurgery.co.uk)

There is onsite parking available and the practice is close to public transport links. The surgery is housed in a purpose-built, two-storey building comprising of consulting and treatment rooms, administrative office space and a large patient waiting area. The practice provides services to approximately 9000 patients. The provider told us how the practice was experiencing rapid growth in the patient list with 700 new patients registered in the previous year.

The practice provides family planning, maternity and midwifery services, surgical procedures, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities. The practice is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG) and services are provided under a Personal Medical Services Contract (PMS) with NHS England.

There are two male and three female GP partners (one of whom was on maternity leave at the time of our visit). They are assisted by three long-term locum GPs. The practice also employs an

advanced nurse practitioner, three practice nurses and a health care assistant. Non-clinical staff consist of a practice manager and a team of 13 administrative and reception staff.

The practice patient population profile is similar to local and national profiles, with a slightly larger proportion of male patients aged over 65 years of age (18%) compared to the local average of 14%. The practice caters for a higher proportion of patients experiencing a long-standing health condition (65% compared to the local and national averages of 54%). The proportion of patients who are in paid work or full-time education is in line with the CCG average and slightly below the national average (58%, compared to 57% and 62% respectively). 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.

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