

# Colne Family Doctors

## Inspection report

Craddock Road  
Colne  
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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 previously carried out an announced comprehensive inspection at Colne Family Doctors on 26 April 2018 as part of our inspection programme. At this inspection, the practice was rated as good overall, but requires improvement for providing safe services due to gaps in the practice's recruitment processes, particularly with regards to locum GPs employed. We issued a requirement notice for a breach of regulation 19 (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The full comprehensive report following the inspection in April 2018 can be found on our website here: <https://www.cqc.org.uk/location/1-4098823325/reports>.

We carried out a desk based review of evidence supplied by the practice on 14 January 2019 to gain assurance that the practice had carried out its plan to meet the legal requirements in relation to the breaches identified within the requirement notice.

**The practice is now rated as good overall and good for all key questions and population groups.**

We found that:

- The practice provided evidence to us demonstrating it had improved the pre-employment checks carried out and documented for locum GPs working at the practice. This provided assurance that they had been recruited in a safe way.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## 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

A CQC lead inspector reviewed evidence supplied to us by the practice.

## Background to Colne Family Doctors

Colne Family Doctors, Craddock Road, Colne, BB8 0JZ is situated within a purpose built health centre and is part of the NHS East Lancashire Clinical Commissioning Group (CCG). The practice has approximately 3100 patients. The practice provides services under a General Medical Services contract, with NHS England.

Information published by Public Health England rates the level of deprivation within the practice population group as level two on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The average life expectancy of the practice population is below the national average but in line with CCG averages for both males and females (81 years for females, compared to CCG average of 81 and national average of 83. For males; 77 years compared to CCG average of 77 and national average of 79).

The numbers of patients in the different age groups on the GP practice register are generally similar to the

average GP practice in England. The practice has 66% of its population with a long-standing health condition, which is higher than the local average of 56% and the England average of 54%.

The practice provides a range of on the day, urgent and pre-bookable routine appointments and there is provision for children to be seen the same day. The practice provides online patient access that allows patients to book appointments and order prescriptions.

The service is led by the GP provider (male), and also employs three long term locum GPs (2 male and one female). They are supported by a practice manager, two practice nurses, an assistant practitioner as well as an administration team including secretaries and reception staff.

The practice is a teaching practice for medical students as well as offering placements for student nurses.

When the practice is closed patients are asked to contact NHS 111 for Out of Hours GP care, provided locally by East Lancashire Medical Services.