

# The Croft Surgery

## Inspection report

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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 inspection at The Croft Surgery on 25 January 2019 as part of our inspection programme. (Previous rating November 2015 – Good)

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 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.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw an area of outstanding practice:

- Each year the practice chose a different condition to screen for and raise awareness of at their flu clinics. In 2018 they chose atrial fibrillation (AF, an irregular heart rhythm which, if left untreated, can lead to stroke), screening all patients over the age of 65 who attended the flu clinics and finding 13 patients who showed signs of AF. These were all invited to the surgery for appropriate follow up treatment and referral.

**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

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

## Background to The Croft Surgery

The Croft Surgery is situated in Cumbria close to the centre of Kirkbride. It sits within the locality district of Allerdale. Due to the rural nature of the practice boundary the practice provides a dispensing service to its patient population.

The practice provides services to 3,343 patients and to a diverse rural population. Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy in the practice geographical area is in line with the England averages for males at 79 years and 82 years for females (England average 79 and 83 respectively).

There is a very small percentage of the practice population whose first language is not English.

At the time of the inspection there were four GP partners (two male and two female), though one has since retired.

There are three practice nurses, a practice manager, an administrative manager, three dispensers (two of whom are also receptionists), four receptionists, an apprentice, a cleaner and a prescription delivery driver. The practice also has a placement for medical students to gain experience of general practice. Other healthcare professionals such as district nurses, health visitors, palliative care nurses and midwives are in regular contact with the practice.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am until 5.40pm daily, although patients are often seen after the last appointment time. Extended access appointments with another provided can be booked through the practice.

Out of hours provision is provided by the 111 service and Cumbria Health On Call (CHOC).