

# Aspiro Healthcare

## Inspection report

Woodsend Medical Centre  
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Corby  
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[www.woodsendmc.com](http://www.woodsendmc.com)

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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 well-led?

Outstanding 

# Overall summary

We carried out an announced comprehensive inspection at Aspiro Healthcare on 6 September 2022. Overall, the practice is rated good.

Safe - Good

Effective - Good

Well-led – Outstanding

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. In addition, as part of this inspection we revisited areas of concern identified the previous inspection at Wollaston Surgery which took place in October 2019.

This inspection in October 2019 occurred prior to the providers registration changes, and at the time Wollaston Surgery was registered as a location under the provider organisation: Aspiro Healthcare. During the summer of 2022, the provider made changes to their registration with the Care Quality Commission to reflect Wollaston Surgery as a branch practice to Woodsend Medical Centre; along with their Bozeat dispensary service. The report from the previous inspection can be found by selecting the 'all reports' link for Wollaston Surgery, under the archived profile, on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We noted significant improvements across the Wollaston branch and Bozeat dispensary sites at this inspection. Evidence assured us that the service met the legal requirements regarding the breaches in regulation set out in the requirement notice we issued to the provider, under their previous registration for Wollaston Surgery.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. Our inspection involved:

- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Site visits to the main practice at Woodsend Medical Centre, as well as the branch at Wollaston Surgery and the Bozeat dispensary.
- Conducting staff interviews using video conferencing as well as speaking with staff whilst on site.
- Requesting and reviewing evidence from the provider

## Our findings

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 found that:

# Overall summary

- The practice operated effective systems and processes to keep people safe and safeguarded from abuse.
- The systems to assess, monitor and manage risks to patient safety were reflective of best practice.
- There was evidence of appropriate and safe use of medicines. Care and treatment was delivered in line with current legislation and evidence-based guidance.

We have rated the practice as outstanding for providing well-led services because:

- There was effective leadership at all levels. Partners were experienced and dynamic and there was strong operational management at the practice. The leadership team were passionate and dedicated to delivering high quality care.
- There was clear evidence of collaborative and inclusive working throughout the practice. Leaders understood practice challenges, as well as challenges across the wider healthcare landscape.
- The development of staff was recognised as being integral to ensuring high quality care. Staff were inspired to lead and deliver change. Staff were empowered to speak up and their well-being was recognised as being fundamental.
- Governance arrangements were well-embedded, with rigorous monitoring in place. These arrangements reflected best practice.
- There was evidence of consistently high levels of engagement with staff and with patients, and satisfaction rates proved positive across both areas.
- The practice continued to deliver high quality care to their patients during the pandemic and we noted improved performance in care due to efforts undertaken during this period.

The provider should:

- Continue to encourage and engage patients to attend for cervical screening.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector, the team included a CQC GP specialist advisor and a second CQC inspector. The GP specialist advisor spoke with staff using video conferencing facilities, they also completed clinical searches and record reviews without visiting the practice. A short site visit to Woodsend Medical Centre, the Wollaston Surgery branch and the Bozeat dispensary was carried out by the lead inspector and the second inspector.

## Background to Aspiro Healthcare

Aspiro Healthcare provides primary care services across three contracts at practice locations across Derbyshire and Northamptonshire; serving approximately 60,000 patients overall. In Northamptonshire, services are provided at the registered location: Woodsend Medical Centre, based in the town of Corby. Patients can also be seen at the branch practice, Wollaston Surgery. Wollaston Surgery is based in the village of Wollaston and is situated approximately 20 miles away from the main practice site at Woodsend. Less than three miles from the Wollaston branch is the Bozeat site, which hosts the practice dispensary. Both practice surgeries are situated in purpose-built health centres.

Information published by UK Health Security Agency (UKHSA) shows that deprivation within the practice population group is in the third decile (three of 10) with one being most deprived and 10 being least deprived. Approximately 20,690 patients are registered with the practice and the practice's patients are mostly within working-aged groups. The practice is situated within the Northamptonshire Integrated Care System (ICS).

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The clinical team includes a mix of male and female GPs, comprising of five GP partners and six salaried GPs. The practice is a training practice and one of the partners was a GP Educational Lead. At the time of our inspection there were nine GP registrars at the practice (registrars are doctors who are training to become GPs). The nursing team incorporates nine nurses and three healthcare assistants. In addition, there are four Advanced Care Practitioners employed at the practice, as well as three clinical pharmacists and a team of five dispensers.

There is a management team at the practice that cover operations, business, premises and practice management. The practice was supported by a team of staff who covered reception, secretarial and administration duties. All staff at the practice were able to work across sites according to their contractual and agreed working arrangements.

The practice is open for appointments between 8am and 6.30pm Monday to Friday. Patients can access appointments on weekday evenings between 6.30pm and 8pm and on Saturday and Sunday mornings by contacting the extended access Hubs. When the practice is closed patients are directed to the GP out of hours service which is accessed through the 111 service.