

James Street Group Practice

Inspection report

James Street
Workington
CA14 2DL
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www.jamesstreet-workington.nhs.uk

Date of inspection visit: 23 April 2021
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced desktop review at James Street Group Practice on 23 April 2021. Overall, the practice is rated as Good.

Following our previous inspection on 19 May 2016, the practice was rated Good overall and for all key questions, but requires improvement for providing services for people whose circumstances may make them vulnerable because at that time:

- Reviews were not being carried out for patients with a learning disability
- Fewer than 1% of patients had been identified as carers

The full reports for previous inspections can be found by selecting the 'all reports' link for James Street Group Practice on our website at www.cqc.org.uk

Why we carried out this review

This review was a review of information without undertaking a site visit inspection to follow up on:

- Ratings carried forward from previous inspection

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to evaluate up-to-date evidence without carrying out a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Requesting evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

- information from the provider.

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

We found that:

- The practice was now carrying out reviews for patients with a learning disability and had one of the highest uptakes of reviews in the local area
- There had been a significant improvement in the number of patients identified as carers.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

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 team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to James Street Group Practice

James Street Group Practice is located in the centre of Workington, Cumbria and provides care and treatment to approximately 8,982 patients from the electoral districts of Clifton, Harrington, Moorclose, Mossbay, Seaton, St Johns, St Michaels and Stainburn in Workington. It is part of the NHS North Cumbria Clinical Commissioning Group (CCG).

The practice provides services from the following address:

James Street Group Practice, James Street, Workington, Cumbria, CA14 2DL.

The practice is located in a converted and extended ex-residential property. All reception and consultation rooms are fully accessible for patients with mobility issues. The practice does not have a car park and a disc parking scheme is in operation in the neighbouring area. A pay and display car park is also available nearby.

The practice offers a range of appointments daily with GPs and other health care professionals. Appointments are available in the morning and the afternoon, Monday to Friday, between the hours of 08.30 and 18.00. Appointments can be booked over the telephone from 08.00 every morning.

The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and Cumbria Health On Call Ltd.

James Street Group Practice offers a range of services and clinic appointments including minor surgery, cervical screening, travel immunisations and various chronic disease management clinics.

The clinical team comprises seven GPs and a qualified nurse practitioner, three practice nurses and three healthcare assistants. As a training practice they also have two GP Registrars – qualified doctors who are training in General Practice. This team is supported by an administrative team including a Practice Manager, Deputy Practice Manager, Medicine Manager, general administration, reception, and cleaning teams.

The area in which the practice is located is in the third (out of ten) most deprived decile. In general people living in more deprived areas tend to have greater need for health services.

The average life expectancy for the male practice population is 77 (CCG average 79 and national average 79) and for the female population 80 (CCG average 82 and national average 83).

55.5% of the practice population were reported as having a long-standing health condition (CCG average 56.3% and national average 54%). Generally, a higher percentage can lead to an increased demand for GP services. 60.7% of the practice population were recorded as being in paid work or full time education (CCG average 59.1% and national average 61.5%). Deprivation levels affecting both children and adults were higher than local CCG and national averages.

The practice is part of the North Cumbria Primary Care Alliance, a not-for-profit organisation which was established to allow practices to work together. This enables them to co-commission services more cost effectively and deliver more joined up and shared services.