

# The Marshside Surgery

## Inspection report

117 Fylde Road Industrial Estate  
Fylde Road  
Southport  
PR9 9XP  
Tel: 01704505555  
www.marshsidesurgery.nhs.uk

Date of inspection visit: 17 and 21 June 2022  
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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 inspection at The Marshside Surgery on 17 and 21 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

This inspection was a comprehensive inspection that included a site visit. The inspection was undertaken as a first inspection for this registered provider. A previous inspection had been carried out on 3 November 2016 at the practice but under a GP partnership (that included the current provider) which was a different legal entity. This inspection was therefore the first inspection for the current registered provider as a single handed provider.

## How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way that enabled us to spend a minimum amount of time on site. 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
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff feedback surveys

## 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.

# Overall summary

**We have rated this practice as Good overall.**

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

Whilst we found no breaches of regulations, the provider **should**:

- Introduce a formalised process for supervising non-medical prescribers.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who carried out some of the inspection over video conference and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to The Marshside Surgery

The Marshside Surgery is located in Southport, Merseyside. Address: 117 Fylde Road Industrial Estate, Fylde Road, Southport, Merseyside, PR9 9XP.

The practice is led by a GP who is the registered provider. They are supported by a salaried GP, who works regular sessions at the practice. The practice team also includes an advanced nurse practitioner, a practice nurse, practice manager, assistant practice manager and team of administrative/reception staff.

The practice is situated in a purpose built facility, with all patient areas at ground floor level. The practice is fully accessible to those with limited mobility; there is parking for patients to the front and side of the building, and there are designated parking spaces for patients who are disabled.

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

The practice is situated within the Southport and Formby Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 2,980. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is around the middle decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is predominantly white at 97.7%, with less than 0.5% black, less than 1% Asian and 1% mixed race patients.

The practice opening times are from 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations, face to face appointments and pre-bookable appointments.

GP extended access is provided by a local GP federation, where late evening and weekend appointments are available. Out of hours services are accessed by patients contacting the NHS 111 service.