

# Winterton Medical Practice

## Inspection report

The Surgery  
Manlake Avenue, Winterton  
Scunthorpe  
Lincolnshire  
DN15 9TA  
Tel: 01724732202  
[www.wintertonmedicalpractice.nhs.uk](http://www.wintertonmedicalpractice.nhs.uk)

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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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Winterton Medical Practice on 16 October 2019 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Are services effective?

Are services well led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Are services safe?

Are services caring?

Are services responsive?

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 except older people which is rated outstanding.**

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw one area of outstanding practice:

- The practice had developed a care coordinator role for patients over 75years who initially contacted patients on their 75th birthday to discuss their social and clinical needs and liaised with health and social care organisations to provide support as required. This service was promoted through the practice newsletter and patients could self-refer. We were told the coordinator was currently working with nine patients. Data provided by the practice showed that during the 12-month pilot phase in 2018 over 150 patients were contacted, and a wide range of support had been provided. This included referrals to the falls team, wellbeing coordinator, occupational therapy, continence advisors and social services. Advice had also been given regarding benefits, access to the age UK handyman and carers support. Patients had reported feeling more supported and a range of services had been provided following referrals to support ongoing needs such as meals on wheels and equipment to support mobility needs.

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

- Review and improve systems to track blank prescriptions through the practice and to limit access to blank prescriptions in line with NHS Counter Fraud Authority guidance.
- Review use of fabric chairs in consultation rooms to minimise risk of cross infection.
- Risk assess the safety of the blind cord in the reception area and act as required to minimise risk.

**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

## Population group ratings

<b>Older people</b>	<b>Outstanding</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 Winterton Medical Practice

Winterton medical practice is located at the following sites:

Main site:

The Surgery, Manlake Avenue, Winterton, Scunthorpe DN15 9TA

Branch site:

The Surgery, Norfolk Avenue, Burton-upon-Stather, DN15 9EW

We visited the main surgery as part of the inspection.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a General Medical Services (GMS) contract with the North Lincolnshire Clinical Commissioning Group (CCG). The practice offers enhanced services including adult and child immunisation, learning disabilities health checks, contraceptive services and minor surgery. There is a fully equipped surgical suite suitable for day surgical cases. Examples of some of the procedures undertaken are vasectomy, rigid sigmoidoscopy, carpal tunnel release, lower leg varicose veins and trigger finger release.

The practice is a teaching, training and research practice. There are three GP trainers in the practice.

The practice is part of wider network of GP practices. At the time of our inspection there were 9,784 patients on the practice list.

The practice has five GP partners, four female and one male, and one female salaried GP who is on the GP Retainer Scheme. There are two advanced nurse practitioners, two clinical pharmacists, three practice nurses, a surgical unit nurse, three healthcare assistants and two surgical unit health care assistants, a practice manager, an assistant practice manager and an extensive administrative team.

Winterton Medical Practice is in one of the less deprived areas of North Lincolnshire. The practice catchment area is classed as being within one of the less deprived areas in England. The practice scored eight on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 98.5% white British, 0.7% Asian, 0.1% black, and 0.7% mixed and 0.1% other non-white ethnicities. The practice demographics show a slightly higher than average percentage of people in the 65+ year age group. Average life expectancy is 78.6 years for men and 83.9 years for women compared to the

national average of 79 and 83 years respectively. The general practice profile shows that 70.5% of patients registered at the practice have a long-standing health condition, compared to 55% locally and 52% nationally.