

# Abbey Road Surgery

## Inspection report

Alfred Barrow Health Centre  
Duke Street  
Barrow-in-Furness, Cumbria  
LA14 2LB  
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[www.abbey-practice.co.uk](http://www.abbey-practice.co.uk)

Date of inspection visit: 04 May 2022  
Date of publication: 06/06/2022

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 Abbey Road Surgery on 4 May 2022. Overall, the practice is rated as Good.

The key question ratings are as follows:

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

This is the first time this practice has been inspected under its current CQC registration.

## **Why we carried out this inspection**

This inspection was a comprehensive inspection to check the provider was complying with the regulations under the Health and Social Care Act 2008. We inspected all five key questions to determine if the service is safe, effective, caring, responsive and well led.

## **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 which 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 remotely using video conferencing;
- Speaking with the PPG chair remotely via the telephone;
- 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 for remote analysis;
- A shorter site visit;
- Further communications for clarification.

# Overall summary

## 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;
- information from the provider, patients, the public and other organisations.

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

We found that:

- The way the practice was led and managed promoted the delivery of person-centre care and protected patients from avoidable harm;
- Patients received effective care and treatment that met their needs although the monitoring of high-risk medicines was in need of review for some patients;
- The practice had identified areas for improvement and had developed action plans to ensure continuous improvement;
- Staff dealt with patients with kindness and respect and utilised social prescribing to help improve patient's health and wellbeing;
- 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.

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

- Ensure the management of patients prescribed high-risk drugs is being completed in accordance with recommended best practice guidelines;
- Include the contact details of the parliamentary and health service ombudsman in complaint correspondence and review the process for recording lessons learned;
- Continue with plans to develop and expand the work of the patient participation group.
- Support staff to complete refresher and outstanding training as identified on practice training records.

**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 spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with the lead GP using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Abbey Road Surgery

Abbey Road Surgery serves a mainly urban population and is located in Barrow-in-Furness at:

Alfred Barrow Health Centre,

Duke Street,

Barrow-in-Furness.

LA14 2LB

The practice is situated in a modern purpose-built health centre (Alfred Barrow Health Centre). There is car parking provided for patients in a dedicated car park opposite the health centre and the practice is close to public transport. There is an on-site pharmacy located at the front of the building.

The entrance of the building provides level access for patients to enter the premises and the building is equipped with disabled access facilities. Services for patients are located on the ground and first floor. Abbey Road Surgery is located on the first floor of the building and is accessible via a staircase or lift access.

The first floor of the building is equipped with a large and smaller seating area, two electronic check-in kiosks, health promotion display screens, a patient appointment call screen and a reception area equipped with a hearing loop. There is also a lactation room and baby changing room, disabled access and male and female toilets and a private room for staff or patients to use when required.

Zone G is used by Abbey Road Surgery. This area is equipped with six consulting rooms of which four are used by GPs and two by nurses. There are also two additional rooms which are used as treatment areas. There are other facilities located within this area such as clean and dirty utility rooms, store rooms, staff toilets and a changing area, a beverage room, disabled access toilets and lift access. Hand sanitisers are located throughout the building in key areas.

The practice manager, assistant practice manager, medicines manager and the administration and reception team are based within another connected part of the building. This area is equipped with an office for the practice manager, a telephonist room, an administration room, a GP and CCG meeting room, a refreshment area and store room facilities. Some of these areas are shared with other teams that are co-located within the building.

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 Morecambe Bay Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 6,432. This is part of a contract held with NHS England.

The practice is part of a wider network of ten GP practices called a primary care network (PCN) in the Barrow and Millom Primary Care Network. The nearest practices to Abbey Road Surgery Centre are Atkinson Health Centre and Risedale Surgery which are co-located in the same health centre.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (5 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 98.1% White, 1.1% Asian, mixed 0.5%, 0.1% Black and 0.1% other. Life expectancy for females is 81.5 years and 77.8 years for males, which is slightly lower than the national average of 83.2 years and 79.7 years respectively.

Abbey Road Surgery had a team of three GP partners (two male and one female) who provided cover at the practice. The practice also employed an advanced nurse practitioner, two practice nurses and three health care assistants. The GPs were supported by a practice management team and reception/administration staff. This included a practice manager, assistant practice manager, a medicines manager, a prescribing clerk, a reception lead and secretary, two administrators and six receptionists.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of appointment time.

The practice is open from 8am to 6.30pm Monday to Friday. Extended access appointments are available on a Monday evening, Wednesday morning and one Saturday morning per month.

When the practice is closed, patients are able to access out of hours services offered locally by contacting NHS 111.

The practice is a GP teaching practice and accepts medical students.