

The Surgery Chorley

Inspection report

Ann James House 32-34
St. Thomas's Road
Chorley
PR7 1HR
Tel:
www.thesurgerychorley.co.uk

Date of inspection visit: 20 October 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 Surgery Chorley on 20 October 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This was the first inspection since the practice registered in November 2021.

Why we carried out this inspection

This inspection was a comprehensive inspection to provide a rating of the service which was registered in November 2021.

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 using video conferencing facilities as well as face to face
- Requesting written feedback from staff and patients
- 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 site visit

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 have rated this practice as Good overall.

Overall summary

We found that:

The practice was good in all key questions.

- 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.
- Staff were exceptionally motivated, proud and enthusiastic about their roles and the organisation.

We found an area of outstanding practice:

- The systems of clinical staff support, training and development in place were comprehensive, innovative and inspiring.

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

- Improve oversight and documentation around incident reporting.
- Improve documentation and recording around Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) orders. In particular when mental capacity and best interest decisions are involved. A review process should also be considered.
- Add details of the PHSO to the written complaint responses.

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 with a supporting inspector who spoke with staff using video conferencing facilities 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 Surgery Chorley

The Surgery Chorley is located in Chorley at:

Ann James House

32-34 St. Thomas's Road

Chorley

PR7 1HR

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 provider also has another registered location at Leyland Surgery but which was not part of this inspection.

The practice is situated within the NHS Lancashire and South Cumbria Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 4247. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called the Chorley Together Primary Care Network (PCN) with six other local practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five 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 95% White, 3% Asian 1% black or Caribbean and 1% other/mixed. The age distribution of the practice population is 12% of patients are under 20, 64% are aged 20-69 and 12% are aged over 70 years.

Staff at the Surgery Chorley also work across the other practice operated by the organisation. There is a team of 7 GPs who provide cover across both practices. They also have a team of 3 practice nurses, one advanced care practitioner, two trainee advanced care practitioners, one trainee nurse associate, one health care assistant, and one clinical pharmacist. The GPs are supported at the practice by a team of reception/administration and care navigation staff. The practice manager and an operations manager provide managerial oversight.

The practice is open between 08.00am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended and increased access is provided through arrangements with neighbouring primary care networks and GP practices. Late evening appointments are available from 6.30pm to 8.00pm every Monday to Friday and weekend appointments are available every Saturday between 09.00am and 17.00pm Out of hours services are accessed by contacting NHS 111 and through an arrangement with an out of hours provider.