

The Chorley Surgery

Inspection report

24-26 Gillibrand Street
Chorley
PR7 2EJ
Tel: 01257513970
www.thechorleysurgery.com

Date of inspection visit: 04 August 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 Chorley Surgery on 4 August 2022. Overall, the practice is rated as Good

The ratings for each key question are:

Safe - Good

Effective – Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 23 August 2017, the practice was rated Outstanding overall and for the key questions effective and well led and Good for the key questions safe, caring and responsive.

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

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated good and outstanding to test the reliability of our new monitoring approach.

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
- 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

Our findings

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

Overall summary

- 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

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.

During the inspection we noted one outstanding feature:

- The practice has placed staff wellbeing as a central strategic workstream alongside staff development planning. The practice ethos is to provide a supportive nurturing environment that actively seeks feedback from its team to ensure it is reflecting the needs of the team in all aspects of service development.

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 who 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 Chorley Surgery

The Chorley Surgery is located in Chorley, Lancashire at:

24-26 Gillibrand Street

Chorley

Lancashire

PR7 2EJ

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

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 9589. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called Chorley Central Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

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 96.1% White, 2.3% Asian and the remainder are other ethnicities.

The age distribution of the practice population closely mirrors the local and national averages. There are equal numbers of male and female patients registered at the practice.

The clinical team is made up of three GP partners (two female and one male) and one salaried GP (male), two advanced nurse practitioners, three practice nurses, one assistant practitioner and one pharmacist. The clinical team is supported at the practice by a business manager and an operations manager, administration and reception staff.

The practice is open between 8am 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 access is provided locally by NHS111 where late evening and weekend appointments are available. This is changing from October when practices within the PCN will be offering extended hours. Out of hours services are also provided by NHS111.