

Springview Medical Centre

Inspection report

Mytham Road
Little Lever
Bolton
BL3 1HQ
Tel: 01942510468
www.ssphealth.com

Date of inspection visit: 22 September 2021
Date of publication: 06/10/2021

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 Springview Medical Centre on 22 September 2021. Overall, the practice is rated as **Good** with the following key question ratings:

Safe - **Good**

Effective - **Good**

Caring - **Good**

Responsive - **Good**

Well-led - **Good**

Why we carried out this inspection

This was a full comprehensive inspection due to changes to the registration of the practice.

How we carried out the inspection/review

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 included:

- A site visit by the Lead inspector and GP specialist advisor.
- Conducting staff interviews on site.
- 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.

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 and good for all population groups.

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.

Overall summary

- 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.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Springview Medical Centre

Springview Medical Centre is the registered provider and provides primary care services to its registered list of approximately 5400 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of NHS Bolton Clinical Commissioning Group (CCG).

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, surgical procedures, maternity and midwifery services, and treatment of disease, disorder and injury.

The practice has recently become part of part of SSP Health Primary Care Limited, a federated organisation and benefits from support from the leadership and governance teams. The practice has access to support and leadership from a nursing lead and pharmacist as well as access to human resources, auditing and finance teams.

Regulated activities are delivered to the patient population from the following address:

Mytham Road

Little Lever

Bolton

Lancashire

BL3 1HQ

Branch surgery:

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

www.ssphealth.com/our-practices/spring-view-medical-centre

There are seven GPs working at the practice to cover all clinical sessions (female and male GPs) and a practice nurse, and senior healthcare assistant. The practice has an SSP pharmacist to complement clinical practice and is also supported by a pharmacist from the Primary Care Network. Any locum GPs or nursing staff used by the practice are from the wider SSP network of practices. There is a practice manager, reception manager and supporting administration staff.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (two 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 91% White, 6% Asian and 3% Other.

The age distribution of the practice population closely mirrors the local and national averages. The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours through NHS 111.

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 or online consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.