

Burscough Family Practice

Inspection report

Stanley Court
Lord Street, Burscough
Ormskirk
L40 4LA
Tel: 01704776099

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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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of Burscough Family Practice on 29 November 2023. The assessment focused on the responsive key question.

Following our previous inspection on 12 February 2020 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Burscough Family Practice on our website at www.cqc.org.uk

The practice continues to be rated as good overall and the responsive key question continues to be rated as good as a result of the findings of this focused assessment.

Safe - Good

Effective - Good

Caring - Good

Responsive – Good

Well-led – Good

Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection/review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Our findings

Overall summary

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

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the provider highlighted the work they are doing to maintain and improve the responsiveness of the service for their patient population.
- The provider organised and delivered services to meet patients' needs. They worked proactively and alongside other agencies to meet the needs of the patients and improve their experiences of care and treatment.
- People were able to access care and treatment in a timely way.
- Complaints were listened to, managed appropriately and used to improve the quality of care.

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 Health Care

Our inspection team

Our assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Burscough Family Practice

Burscough Family Practice is located in Burscough at:

Stanley Court

Lord Street

Burscough

Ormskirk

Lancashire

L40 4LA

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 NHS Lancashire and South Cumbria Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 2800. This is part of a contract held with NHS England.

The practice is part of Northern Parishes Primary Care Network (PCN). They work in collaboration with 4 other practices to share best practice, provide extended access appointments and share the use of some additional roles staff.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the decile 8 of 10. The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.5 white, 1% Asian, 1% Mixed and 0.5% Other.

The age distribution of the practice population shows a greater percentage of older people as similar number of working age people and a lower percentage of younger people than the local and national averages.

The service is run by a Lead GP and 2 salaried GPs (equivalent to 1.25 Full time), 1 practice nurse and a healthcare assistant. The clinical team are supported by a practice manager, an operations manager, a team of 5 reception/administration staff and a GP assistant.

The practice is open between 8am to 6 pm 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 through Primary Care Network arrangements, where late evening and weekend appointments are available. Out of hours services are provided by an external provider.