

Dr D. Pal & Dr M. Pal

Inspection report

Golborne Health Centre
Kidglove Road, Golborne
Warrington
Cheshire
WA3 3GS
Tel: 01942 481620

Date of inspection visit: 8 Jan to 8 Jan 19
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr D. Pal & Dr M. Pal on 8 January 2019 as part of our inspection programme.

At the last inspection in May 2018 we rated the practice as good for the key questions effective, caring and responsive; and requires improvement for safe and well led. The overall rating was requires improvement. This was because:

- The practice did not ensure care and treatment was provided in a safe way to patients.
- There were not effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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

- what we found when we inspected both the main and branch surgery
- information from our ongoing monitoring of data about services and

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

We have now 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.
- The practice organised and delivered services to meet patients' needs. 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.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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. The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to Dr D. Pal & Dr M. Pal

Dr D. Pal & Dr M. Pal is the registered provider and provides primary care services to its registered list of 2502 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of NHS Wigan 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; family planning; maternity and midwifery services; surgical procedures, and treatment of disease, disorder and injury.

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

Golborne Health Centre
Kidglove Road, Golborne
Warrington
Cheshire
WA3 3GS

The branch surgery address is:

The Surgery

Morden Avenue

Ashton in Makerfield

WN4 9PT

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.drpalashton-golborne.co.uk

There are two GPs (one female and one male long-term locum) and they are supported by a practice nurse. There is also a practice manager and supporting administration staff.

The age profile of the practice population is broadly in line with the CCG averages. Information taken from Public Health England placed the area in which the practice is located in the fifth more deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services. Female life expectancy is 81 years compared to the national average of 83 years.

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 service which is provided by Bridgewater NHS Foundation Trust –through

NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.