

# Parbold Surgery

## Inspection report

The Surgery  
The Green, Parbold  
Wigan  
Lancashire  
WN8 7DN  
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Date of inspection visit: 25 Feb 2020  
Date of publication: 01/04/2020

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

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

# Overall summary

We carried out an announced comprehensive inspection at Parbold Surgery on 10 September 2019 as a follow up to the previous inspection (22 January 2019) which had led to the practice being rated as requires improvement overall.

The inspection looked at the following key questions: Safe, Effective, Caring, Responsive and Well-led. We rated the practice as good for providing effective, caring and responsive services, however, we rated them as requires improvement for providing safe services and inadequate for providing well-led services.

The inspection report can be found by selecting the 'all reports' link for Parbold Surgery on our website at <https://www.cqc.org.uk/location/1-583471641>.

We issued a warning notice for breaches of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance). This inspection was an announced focused inspection undertaken on 25 February 2020 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches identified within the warning notice.

At this inspection we found:

- Managerial oversight of significant events and complaints had been much improved and processes to record, review and learn from these were in place.
- A new acting practice manager was in post and policies relating to significant events and complaints had been reviewed updated and cascaded to staff.
- Infection control audits had been conducted on a monthly basis and were now being followed up with action plans and appropriate measures.
- Safeguarding processes had been improved and coding of vulnerable patients and their family members was now in place.
- Both clinical and non-clinical audit had been improved, providing management oversight of safety and performance.

Details of our findings and the evidence supporting them are set out in the evidence tables. A further full comprehensive inspection will be carried out in the near future in line with our inspection methodology in order to update the practice's ratings

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection was carried out by a CQC lead inspector.

## Background to Parbold Surgery

Parbold Surgery (The Green, Parbold, Wigan, WN8 7DN) occupies purpose-built premises close to the centre of the village of Parbold. Ample car parking facilities are available outside the building. The practice provides services to a patient list of approximately 7000 patients via a general medical services contract with NHS England. It is part of the NHS West Lancashire Clinical Commissioning Group (CCG).

Male and female life expectancy (80 and 82 years respectively) for the practice population is slightly above local and national averages for males (both 79 years) and slightly below local and national averages for females (both 83 years). The practice's patient population consists of a slightly higher proportion of older people, with 25.6% being over the age of 65 (CCG average 22%, national average 17.3%), and 11.2% being over the age of 75 (CCG average 10%, national average 7.8%).

Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by five GP partners (two female and three male). The GPs are supported by a practice nurse (female) and three health care assistants. The clinical staff are supported by a practice manager, assistant practice manager and a team of administration and reception staff.

The practice is a training practice for GP registrars.

The practice is registered with CQC to provide the regulated activities diagnostic and screening procedures, treatment of disease disorder and injury, maternity and midwifery services and surgical procedures.