

Railway Surgery

Inspection report

Kid Glove House
Kid Glove Road, Golborne
Warrington
WA3 3GS
Tel: 01942510468
www.ssphealth.com

Date of inspection visit: 23 January 2024
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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?

Requires Improvement



Overall summary

We carried out a targeted assessment of The Railway Surgery in relation to the responsive key question. This assessment was carried out on 23 January 2024 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as **Requires improvement.**

Safe – good (carried over from the previous inspection)

Effective - good (carried over from the previous inspection)

Caring - good (carried over from the previous inspection)

Responsive – Requires Improvement

Well-led - good (carried over from the previous inspection)

Following our previous inspection in July 2019, the practice was rated good overall and for all key questions. At this inspection, we rated the practice as requires improvement for providing responsive services.

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

Why we carried out this inspection

We carried out this inspection as part of our GP-responsive assessment programme.

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 assessment

This assessment was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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 found that:

- The practice had made changes to their services following the poor responses to the GP national patient survey data.
- Patients were given options for booking appointments to make access to the practice more streamlined.
- The provider had trained staff in recognising changes to health conditions to access the correct clinician without delays.
- Longer appointment times were available for those with complex needs.
- Learning disability patients had appointments offered at times to suit their needs and home visits supported for patients who struggled to attend the practice.
- The provider would involve all staff with complaints to gain feedback and opportunities to learn.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to improve patient satisfaction with access to the practice.

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 inspection team was led by a CQC lead inspector who spoke with the providers representatives using video conferencing facilities.

Background to Railway Surgery

Railway Surgery is located in Warrington, Wigan at:

Kid Glove House

Kid Glove Road,

Golborne

Warrington

WA3 3GS

The practice has a branch surgery at:

Ashton Health Centre

Council Avenue

Ashton in Makerfield,

WN4 9AY

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. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS Greater Manchester Integrated Care Board – Wigan Borough and delivers Alternative Provider Medical Services (APMS) to a patient population of about 6204. This is part of a contract held with NHS England.

The practice is part of a wider network of Liga Wigan primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth lowest decile (6 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 1% Asian, 97.3% White, 0.5% Black, 0.8% Mixed, and 0.4% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more working age patients than older or younger patients.

The provider, SSP Health Primary Care Limited, is a federated organisation and benefits from support across its leadership and governance teams. A team of GP's provide cover across Railway Surgery and the branch site. The practice has a team of 2 advanced nurse practitioners and 1 practice nurse, 1 healthcare assistant, 1 GP assistant, a locum GP and an inhouse pharmacy team that provides clinical support both at the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff and primary care network support staff. The practice manager and assistant practice manager share their time between the main and branch site.

The practice is open between 8am to 6.30 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 by Wigan GP alliance, where late evening and weekend appointments are available.

Out of hours services are accessed via NHS 111.