

Blakewater Healthcare

Inspection report

367 Whalley New Road
Blackburn
Lancashire
BB1 9SR

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<https://www.blakewaterhealthcare.co.uk>

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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.

Overall summary

We carried out an announced comprehensive inspection at Blakewater Healthcare on 20 August 2019 to follow up areas identified as requiring improvement at an inspection in November 2018. The August 2019 inspection identified limited improvement and the practice was rated as Inadequate overall with key questions Safe and Well led rated as inadequate and Effective, Caring, Responsive and all the population groups rated as requires improvement. We issued a warning notice for breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance).

The full comprehensive reports for November 2018 and August 2019 inspection can be found by selecting the 'all reports' link for Blakewater Healthcare on our website at

This inspection was an announced focused inspection carried out on 14 January 2020 to assess the progress achieved by the practice in implementing their plan to meet the legal requirements identified in a warning notice for breach of regulation 17. We did not rate the service or key question Well led at this inspection. The practice rating remains inadequate overall. A further comprehensive inspection will be carried out in the near future in accordance with our inspection methodology to further monitor improvements and update the practice ratings accordingly.

At this inspection we found:

- Good progress in meeting the requirements of the warning notice had been achieved.
- A comprehensive quality improvement plan was being implemented and effective progress was being made in improving service delivery in several areas.
- The GP provider had brought in a support team to help implement the changes required to develop, implement and improve systems and processes to ensure comprehensive oversight of both managerial and clinical risk.
- Governance arrangements and effective processes for managing risks and issues and performance were now in place and evidence indicated these arrangements were having a positive impact.
- Systems to ensure safe recruitment and infection control and prevention were effectively implemented were established.
- A clinical audit plan was being implemented.

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

Our inspection team

The practice was visited by a Care Quality Commission (CQC) lead inspector.

Background to Blakewater Healthcare

Blakewater Healthcare, known formerly as Roe Lee Surgery (367 Whalley New Road, Blackburn, BB1 9SR,) is located in a purpose built, two storey premises on the outskirts of Blackburn. The premises has parking spaces, including designated disabled spaces and ramped access to facilitate entry to the building for people experiencing difficulties with mobility. The practice also has a branch surgery (known as Montague Surgery) situated in Barbara Castle Way Health Centre, Simmons Street, Blackburn, BB2 1AX. Patients are able to access services at either premises.

The practice delivers primary medical services to a patient population of approximately 10,910 people via a general medical services (GMS) contract with NHS England. The practice is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG). It is registered with CQC to provide the regulated activities diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures and maternity and midwifery services.

The average life expectancy of the practice population is slightly below the national averages (78 years for males and 81 years for females, compared to 79 and 83 years respectively nationally). The practice patient age distribution is broadly similar to that of the average GP practice in England.

Information also published by Public Health England rates the level of deprivation within the practice population group as two 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 three GP partners (two male and one female) and two long term locum GPs (one male, one female). The GPs are supported by two advanced nurse practitioners, two practice nurses and two health care assistants. Clinical staff are supported by a business manager, a practice manager and a team of administrative and reception staff.

The practice is open between 8am and 6.30pm each weekday apart from Friday, when extended hours appointments are offered from 6.45am in the morning. Patients are also able to access additional extended hours appointments, which are offered from local hub locations by the local GP federation on weekday evenings, and at weekends.

Outside normal surgery hours, patients are advised to contact the out of hour's service by dialling NHS 111.