

Great Lever One

Inspection report

Great Lever Health Centre
Rupert Street
Bolton
BL3 6RN
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Date of inspection visit: 11 May 2021
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Great Lever One on 11 May 2021. Overall, the practice is rated as good.

Safe - good.

Effective – good

Caring – good

Responsive – good

Well-led – good

Why we carried out this inspection.

This inspection was the first comprehensive inspection of the service since it was registered in August 2019.

How we carried out the inspection.

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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

- 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 have rated this practice as good overall. We rated the population groups as follows:

Older people: good.

People with long-term conditions: good.

Overall summary

Families, children and young people: good.

Working age people (including those recently retired and students): requires improvement.

People whose circumstances may make them vulnerable: good.

People experiencing poor mental health (including people with dementia): good.

We rated the practice good for providing safe services.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We rated the practice good for providing effective services.

- Patients receive effective care and treatment that met their needs.
- Data for cervical screening was below the local and national average. Measures had been put in place by the practice but were not yet demonstrating improvement

We rated the practice good for providing caring services.

- Staff dealt with patients with kindness and respect.

We rated the practice good for providing responsive services.

- Patients' views of the service were mixed. Data shows patients' satisfaction rates in some areas were below local and national average.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

We rated the practice good for providing well led services.

- The way the practice was led and managed promoted the delivery of a good person-centred care.

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

- Record the decisions made in relation to a patient's care plan when they receive end of life care and will not be resuscitated at the end of their life.
- Improve data relating to cervical screening and childhood immunisations.
- Improve data relating to patient satisfaction rates in relation to the care and treatment they receive.

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

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)	Requires Improvement	
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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and record reviews without visiting the location.

Background to Great Lever One

Great Lever One is located in Bolton at:

Great Lever Health Centre

Rupert Street

Bolton

BL3 6R

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.

The practice is situated within the NHS Bolton Clinical Commissioning Group (CCG) and delivers General Medical Services to a patient population of about 2,310. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The practice is a part of the Central Primary Care Network.

Information published by Public Health England report deprivation within the practice population group as 1 on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.

The practice proportion of patients experiencing a long-standing health care condition is comparable to the local and national average; practice: 51%. local average of 54%; national average of 52%.

The percentage of patients in paid work or full-time education was 62% compared to the local average of 58% and national average of 62%.

The average life expectancy of the practice population is lower than the local average and national average for both males and females (75 years for males, compared to the local average of 77 and national average of 79 years and 78 years for females compared to the local average of 81 years and national average of 83 years.)

The age distribution of the practice population mirrors the local and national averages. There are more male patients registered at the practice compare to females.

There is a team of three GPs who provide cover at Great Lever One. The practice has a team of three nurses who provide nurse led clinic's for long-term condition. The GPs are supported at the practice by a team of reception/administration staff. There is one full time practice manager who is based at the practice and another part time practice manager who is supporting the practice and is employed by the Primary Care Network.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations although face-to-face consultations are available.

Extended access is provided locally by Bolton GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.