

# Croston Medical Centre

## Inspection report

30 Brookfield

Croston

Leyland

Lancashire

PR26 9HY

Tel: 01772 600081

[www.nmhealthinnovations.co.uk](http://www.nmhealthinnovations.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.

## 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 Croston Medical Centre on 27 March 2019. This was because the provider had taken over the existing practice in October 2018 and was therefore a new registration with the Care Quality Commission (CQC). We previously inspected Croston Medical Centre in June 2018 under the old provider when the practice was rated as inadequate.

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 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.

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

- Consider the use of a confidential health questionnaire for new staff.
- Review all equipment in the premises to ensure it is suitably calibrated and tested.
- Continue with plans to carry out a formal fire drill.
- Consider a formal review of non-medical staff prescribing practice.
- Review the practice complaints policy to ensure it reflects best practice guidelines.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

**Please refer to the detailed report and the evidence tables for further information.**

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a business manager, nursing and quality directorate, NHS England and NHS Improvement who was shadowing the team.

## Background to Croston Medical Centre

Croston Medical Centre, 30 Brookfield, Croston, PR26 9HY, is situated within a purpose-built health centre in a residential area of Croston, Leyland in Lancashire. The practice provides level access for patients to the building and has disabled facilities available. The practice website can be found at [www.nmhealthinnovations.co.uk](http://www.nmhealthinnovations.co.uk)

The practice delivers primary medical services under a General Medical Services (GMS) contract with the NHS Chorley and South Ribble Clinical Commissioning Group (CCG). The new provider took over the practice in October 2018 and has four other locations within the group. Patients can be seen at all five practices.

The practice provides services to approximately 3,810 patients. Information published by Public Health England rates the level of deprivation within the practice population group as nine on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. There are considerably more patients

aged over 45 years of age on the practice register, 55%, compared to the national average of 43% and the same percentage of patients with a long-standing health condition, 52%, as the national average.

The practice has two regular salaried GPs, one male and one female, one practice nurse and a medicines co-ordinator supported by administration and reception staff. Because the provider has four other practices in the group, there is a large team of GPs, clinical and management staff who assist in the running of the practice.

When the surgery is closed patients are directed to the local out of hours service (GotoDoc) and NHS 111. Information regarding out of hours services is displayed on the website and in the practice information leaflet.

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