

# Leigh Sports Village Practice

## Inspection report

Leigh Sports Village  
Sale Way  
Leigh  
WN7 4JY  
Tel: 01942 483 121  
[www.ssphealth.com/our-practices/leigh-sports-village-practice](http://www.ssphealth.com/our-practices/leigh-sports-village-practice)

Date of inspection visit: 12 September 2019  
Date of publication: 27/09/2019

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?

Outstanding 

# Overall summary

We carried out an announced comprehensive inspection at Leigh Sports Village Practice on 12 September 2019 as part of our inspection programme.

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 practice as **outstanding** for providing well-led services because:

- Staff told us the practice management team and the SSP leadership team were inspirational, progressive, cohesive and innovative with a mature approach and clear purpose. The practice management team were compassionate and caring. Quality and integrity were at the heart of what they did resulting in an exceptional caring culture within a strong practice. Opportunities provided for staff development were exemplary.
- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.
- There was strong collaboration across all staff and a common focus on engaging with patients and other services to improve quality of care and the patient experience.
- The practice embraced social prescribing for the community to ensure patients received timely intervention when they needed it most, signposted them to services that could help them and ensured support was offered locally so the patient population could easily attend appointments.

We have rated this practice as **good** for providing safe, effective, caring and responsive services because:

- Outcomes for people who use services are consistently better than expected when compared with other similar services.
- There was a holistic approach to assessing, planning and delivering care and treatment to patients.

- The safe use of innovative approaches to care and how it was delivered were actively encouraged. The provider was proactive in the implementation of innovative approaches to support and develop staff to provide effective care and treatment.
- Feedback from patients was consistently positive.
- There was a strong person-centred culture.
- Patients were truly respected and valued as individuals and were empowered as partners in their care.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

## We saw areas of outstanding practice:

- The practice held a carers' afternoon tea which included inviting health professionals including the carers centre, community link worker, healthy routes, health first and breast cancer screening. They also offered patients an inspired lunch and the opportunity to undergo some relaxation techniques.
- The practice held a stock of the Affordable Warmth Access Referral Mechanism (AWARM) kits in surgery so that clinicians or staff on identifying patients that may be at risk of fuel poverty can give out an AWARM kits. They were provided with 15 kits and 13 were given out to patients who they felt were at risk of fuel poverty. Staff were trained to identify patients at risk and how to refer into the AWARM service.
- Practice champions who were members of the administrative team, for example palliative care and carers' champions, were trained to safeguarding vulnerable adults and children level three. This enabled champions to have a better understanding of the needs and vulnerabilities of some patients. They were familiar with these patients and trained to recognise any concerns. For example, the cancer champion contacted all newly diagnosed patients to ensure the patient had the systems, processes and support in place for their follow up treatment and medication.

## 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

<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 second CQC inspector.

## Background to Leigh Sports Village Practice

Leigh Sports Village Practice is the registered provider and provides primary care services to its registered list of 3993 patients. The practice delivers commissioned services under the Alternative Provider Medical Services (APMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; and treatment of disease, disorder and injury.

The practice is part of SSP Health Primary Care Limited, a federated organisation and benefits from support from the leadership and governance teams. The practice has access to support and leadership from a nursing lead and pharmacist as well as access to human resources, auditing and finance teams.

Regulated activities are delivered to the patient population from the following address:

Leigh Sports Village  
Sale Way

Leigh

WN7 4JY

Branch surgery:

There are two GPs (one female and one male), a practice nurse, and one healthcare assistant. There is also a practice manager, office manager, supporting administration staff and a clinical pharmacist.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the fifth least deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.