

# Garstang Medical Practice

## Inspection report

Kepple Lane  
Garstang  
Preston  
Lancashire  
PR3 1PB

Tel: 01995 607399

Website: [www.garstangmedical.co.uk](http://www.garstangmedical.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 Garstang Medical Practice on 19 December 2018 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor a nurse observer and a CQC inspection manager.

At the last inspection published in October 2014 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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.

## The practice is rated as good overall.

We rated the practice as good for providing safe, effective, caring, responsive and well-led services because:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- People who used the service were generally protected from avoidable harm and abuse, however management of emergency medicines and fire procedures were not always safe.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients' needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

There were areas where the provider **should** make improvements:

- Improve the management of significant events and include dispensary errors.
- Review information provided to complainants when complaints might not be resolved to their satisfaction.
- Review recruitment procedures and requisite information retention.
- Consider review of the signage and access around the building.
- Review fire safety procedures, particularly evacuation of the premises.
- Review procedures for checking emergency medicines.
- Update procedures for recording blood tests for patients prescribed higher risk medicines.

We saw two areas of outstanding practice including:

- Sufficient urgent appointments were provided each day, linked to demand. The impact of the utilisation of advanced nurse practitioners and pharmacy team had led to a significant reduction in the volume and unpredictability of unscheduled work. We were told this resulted in less pressure and stress for patients and staff.
- The community nurse practitioner employed by the practice had led to an improved, coordinated approach to delivering care in a rural community. They chaired a group of members of staff from local health, social care and public services, working together to provide care and support for the local community.

## Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## 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)	Outstanding	
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a nurse observer and a CQC inspection manager.

## Background to Garstang Medical Practice

Garstang Medical Practice is located at Kepple Lane, Garstang, Preston, Lancashire PR3 1PB and is part of the NHS Fylde and Wyre Clinical Commissioning Group (CCG). Garstang Medical Practice is the registered provider. Services are provided under a general medical services (GMS) contract with NHS England. The practice building covers two floors and provides suitable access for people with mobility issues. More information about the practice is available on their website address: .

There are 18,392 patients registered at the practice. The practice population includes a lower proportion (47%) of patients with a long-standing health condition, and a lower proportion (1%) of people unemployed, in comparison with the national average of 54% and 5% respectively. 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.

The practice has seven GP partners (male and female), two business partners, four salaried GPs, three trainee GPs, four advanced nurse practitioners, three chronic disease nurses, three practice nurses, one community nurse practitioner, three pharmacists, two phlebotomists and two health care assistants (HCAs). The clinical team is supported by a practice management team and a team of receptionists, dispensary staff and administrators. The practice reception is open between 8am to 6.30pm Monday to Friday (closed Thursday afternoons). The practice provides online access that allows patients to request and cancel an appointment.

The practice does not offer extended hours, patients are signposted to other commissioned services within the locality. Out of hours service is provided by GotoDoc.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, family planning and maternity and midwifery services.