

# Railway Surgery

## Inspection report

Railway Surgery  
Kidglove House  
Kidglove Road, Golborne  
Warrington  
WA3 3GS  
Branch surgery:  
Bryn Street Surgery  
Queen's Avenue  
Ashton in Makerfield  
Wigan  
Greater Manchester  
WN4 8LB  
Tel: 01942 481690  
<https://www.ssphealth.com/our-practices/railway-surgery>

Date of inspection visit: 13 June 2019  
Date of publication: 03/07/2019

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?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Railway Surgery on 13 June 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 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.

**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.

## Background to Railway Surgery

Railway Surgery is the registered provider and provides primary care services to its registered list of 6329 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:

Railway Surgery  
Kidglove House  
Kidglove Road, Golborne  
Warrington

WA3 3GS

Branch surgery:

Bryn Street Surgery

Queen's Avenue

Ashton in Makerfield

Wigan

Greater Manchester

WN4 8LB

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

<https://www.ssphealth.com/our-practices/railway-surgery>

<https://www.ssphealth.com/our-practices/bryn-street-surgery>

There are three GPs (two female and one male) and two advanced nurse practitioners, one nurse practitioner, a practice nurse, an assistant practitioner and a clinical pharmacist. There is also a practice manager, assistant practice manager and supporting administration staff. The practice was a teaching practice for ST2/ST3 doctors.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages.

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.