

Rivington Way Surgery

Inspection report

Rivington Avenue

Platt Bridge

Wigan

Lancashire

WN2 5NG

Branch Surgery:

Claire House

Phoenix Way

Ince

Wigan

Lancashire

WN3 4NW

Tel: 01942 481830

[www.ssphealth.com/our-practices/](http://www.ssphealth.com/our-practices/rivington-way-surgery)

rivington-way-surgery

Date of inspection visit: 10 April to 10 April 2019

Date of publication: 25/04/2019

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

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Rivington Way Surgery on 10 April 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We also visited the branch surgeries as part of the inspection. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

We rated the population group People whose circumstances may make them vulnerable outstanding because:

- The practice worked with the local women's refuge and provided single point of contact primary health care to all the people who resided there. This also included immediate access to services when required. They also supported the refuge by providing donations such as clothing, baby items and toiletries. Staff also bought presents for the children of the residents at Christmas out of their own money. The refuge commented positively regarding the impact of the service on its residents.

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

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)	Good	
People whose circumstances may make them vulnerable	Outstanding	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Rivington Way Surgery

Rivington Way Surgery is the registered provider and provides primary care services to its registered list of 3650 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 has recently become part of 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:

Rivington Avenue
Platt Bridge
Wigan

Lancashire

WN2 5NG

Tel: 01942481830

Branch surgery:

Claire House

Phoenix Way,

Ince,

Wigan,

Lancashire,

WN3 4NW

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:

www.ssphealth.com/our-practices/rivington-way-surgery

There are five GPs (four male and one female) and they are supported by a practice nursing team. There is also a practice manager and supporting administration staff.

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 by Bridgewater NHS Foundation Trust –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.