

Witton Street Surgery

Inspection report

162 Witton Street
Northwich
Cheshire
CW9 5QU
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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 focused inspection at Witton Street Surgery on 29 January 2020. We carried out an inspection of this service to follow up on a breach of regulations made at the comprehensive inspection on 19 March 2019 where the service was rated Good overall but Requires improvement for providing safe services.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Safe
- Effective
- Well Led

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 found that action had been taken to address the breaches identified at the last inspection on 19 March 2019 and we have rated this practice as Good overall and Good for all population groups.

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

- There were systems in place to promote safe working practices and the safety of patients.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance.
- Staff worked together and with other organisations to deliver effective care and treatment.
- There was good communication between staff and staff told us they felt well supported.

- The practice sought the views of patients and staff and acted on them.
- There was a focus on continuous improvement.

The areas where the provider **should** make improvements:

- Continue with audits to monitor whether staff have received relevant immunisations appropriate for their role.
- Fire marshal training to be provided to staff with this responsibility.
- The significant event record to record when actions have been completed.
- The results of patient blood tests that have been accessed through the records held by the anticoagulant clinic to be consistently recorded in patients records. This should be audited to ensure the revised policy is followed.
- A record listing each safety alert and the action taken would make it easier to review this information.
- Steps should be taken to prevent the plugs to the vaccine fridges being accidentally disconnected from the power supply.
- A more planned approach to quality improvement should be put in place.
- Provide formal training to non-clinical staff in the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).
- Continue to encourage patients to join the patient participation group.

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

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	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser

Background to Witton Street Surgery

Witton Street Surgery is situated in Witton Street, Northwich, Cheshire. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning services, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. The practice is open 8am to 6.30pm Monday, Tuesday, Thursday and Friday and is open 8am to 8pm on a Wednesday and 8.30am to 12.30pm on Saturdays.

Witton Street Surgery is situated within the Vale Royal Clinical Commissioning Group (CCG) and provides services to 8,132 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

At this practice there are three GP partners and two salaried GPs. There is a lead practice nurse and two

practice nurses. Clinicians are supported by a practice manager and reception and administration staff. The practice is a training practice for GP registrars (a registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice).

The National General Practice Profile states that 98% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years. The majority of patients are within the aged 15-44 age group.