

# Poplar Street Surgery

## Inspection report

Poplar Street  
Tyldesley  
Manchester  
M29 8AX  
Tel: 01942 510468  
[www.ssphealth.com/our-practices/  
poplar-street-surgery](http://www.ssphealth.com/our-practices/poplar-street-surgery)

Date of inspection visit: 14 May 2019  
Date of publication: 31/05/2019

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 Poplar Street Surgery on 14 May 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, outstanding for the population group People whose circumstances may make them vulnerable and good for all other population groups.**

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.

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

- The practice clinical lead worked with a large number of homeless/substance misuse patients. Some of these patients led chaotic lifestyles and some also were ex-offenders. The practice not only supported this vulnerable group with healthcare provision but also through social prescribing and collaborative working with the wider health and social care community and other services. This was with the aim of ensuring these patients received the right care and support to meet their needs. The GP did exemplary work with these ex-offenders to address their often unmet health needs and substance misuse problems.
- The practice had provided 15 "AWARM" packs for patients they identified as at risk over the last winter period. These packs included blankets, gloves, hats, mugs and temperature monitors.

**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>Outstanding</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 Poplar Street Surgery

Poplar Street Surgery is the registered provider and provides primary care services to its registered list of 5404 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:

Poplar Street Surgery

Poplar Street

Tyldesley

Manchester

M29 8AX

Branch surgery:

Nelson Street Surgery

Ormerod House

Nelson Street

Atherton

M46 0LE

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/poplar-street-surgery](http://www.ssphealth.com/our-practices/poplar-street-surgery)

[www.ssphealth.com/our-practices/nelson-street-surgery](http://www.ssphealth.com/our-practices/nelson-street-surgery)

There are three GPs (two female and one male) and an advanced nurse practitioner with some sessions covered by long-term locum GPs. They are supported by a practice nursing team of two practice nurses and a healthcare assistant. There is also a practice manager, office 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.