

Orchard Surgery - BG Lannigan

Inspection report

The Orchard
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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 Orchard Surgery – BG Lannigan on 22 January 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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was equipment and medicines for use in emergencies and these were checked, however we found one item of medical equipment in a doctor's bag had been missed from the previous year's annual calibration.
- Blank prescriptions were logged in and out for use at the practice, however they were left in printers overnight and in unused rooms.
- Patients received effective care and treatment that met their needs. We saw that clinicians treated and cared for patients in line with current best practice guidelines and legislation.

- 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. There was evidence of clinical and internal audits being undertaken which demonstrated outcome improvements, however there was no formal audit programme based on national, local and service priorities.

Whilst we found no breaches of regulations, the provider **should:**

- Review the system for checking all medical equipment is serviced and calibrated as required.
- Review the storage of printer prescription pads in the practice to ensure they are secure at all times.
- Implement an audit programme that is based on national, local and practice priorities.

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)	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. The team included a GP specialist adviser and a practice manager adviser.

Background to Orchard Surgery - BG Lannigan

Orchard Surgery – BG Lannigan is located in the village of Bromborough, Wirral. The location of the practice supports easy access with good transport links, car parking facilities and is accessible to those with limited mobility.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures and treatment of disease, disorder or injury.

Orchard Surgery – BG Lannigan is situated within the Wirral Clinical Commissioning Group (CCG) and provides services to 5,700 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.

The group practice has five GPs, two male and three female. It registered with the CQC in December 2013. *The practice employs GPs, a specialist nurse practice nurses, a healthcare assistant, practice manager and reception and administration staff.*

The practice population age profile is in common with national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, 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 (national average = 79 years). Female life expectancy is 83 years (national average = 83 years).