

Stable Fold Surgery

Inspection report

119 Church Street
Westhoughton
Bolton
BL5 3SF
Tel: 01942813678

Date of inspection visit: 19 May 2021
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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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out a focused desktop review at the practice of Stable Fold Surgery on 19 May 2021. The practice is rated 'good' overall, and now rated 'good' in effective for people with long term conditions, however the practice remains 'requires improvement' for providing 'responsive' services including all population groups.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement

Well-led - Good

Following our previous comprehensive inspection on 31 January 2020 where the practice was rated good overall. The key question responsive was rated 'requires improvement' and the population group, people with long term conditions was also rated 'requires improvement' in the effective domain.

The full reports for previous inspections can be found by selecting the 'all reports' link for Stable Fold Surgery on our website at www.cqc.org.uk

Why we carried out this review

This inspection was a focused desk top review carried out on 19 May 2021 to review improvements made in the key question 'responsive' and for 'people with long term conditions, following our previous inspection on 31 January 2020.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections and reviews differently.

This review was carried out in a way which enabled us to analyse information without spending time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Analysing data about the services provided
- Requesting evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider.

Overall summary

We have rated this practice as good overall, and good for people with long term conditions in the effective domain, however the key question responsive remains 'requires improvement'.

We found that:

- Improvements to how patients were able to contact the practice and make an appointment had been made, however the planned improvements to the telephone system had yet to be completed.
- Data showed improved outcomes for patients with long term conditions.
- The practice has appointed a new salaried GP, increasing clinical capacity.
- The practice now offers an online appointment booking system, whereby patients can book appointments with GPs and nurses without having to telephone the surgery.

We rated the practice requires improvement for providing responsive services because:

- The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the telephone continued to be significantly below average.

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

- Continue with the planned improvements to the telephone system and continue to promote the online booking system.

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	Requires Improvement 
People with long-term conditions	Requires Improvement 
Families, children and young people	Requires Improvement 
Working age people (including those recently retired and students)	Requires Improvement 
People whose circumstances may make them vulnerable	Requires Improvement 
People experiencing poor mental health (including people with dementia)	Requires Improvement 

Our inspection team

A CQC Inspector spoke with staff at the practice, reviewed and analysed the documentary evidence submitted.

Background to Stable Fold Surgery

The practice of Stable Fold Surgery is located at

119 Church Street

Westhoughton

Bolton

Lancashire

BL5 3SF

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

The practice is situated within the Bolton Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 7103. This is part of a contract held with NHS England.

The provider is a partnership consisting of two partners and a salaried GP, two male and one female. There is an advanced nurse practitioner, two practice nurses and a healthcare assistant. They are supported by a practice manager, assistant practice manager and administrative and support staff. There are also several specialists who work within the practice that are employed by the Primary Care Network or the local CCG. These include a mental health practitioner, a clinical pharmacist, a social prescriber, health improvement practitioners and a musculoskeletal practitioner.

There are higher than average number of older patients over the age of 65. The National General Practice Profile states that 96% 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 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 81 years (above the CCG average of 78 and the England average of 80) and female life expectancy is 84 years (above the CCG average of 81 and the England average of 83).