

# Burnley Wood Medical Centre

## Inspection report

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2019  
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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 Burnley Wood Medical Centre on 9 January 2019 as part of our inspection programme. The practice had previously been rated as good overall and good for all population groups when we last inspected in September 2015.

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.
- Patients received effective care and treatment that met their needs.
- Clinical audit and other work undertaken by the practice demonstrated quality improvement.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- There was a strong team ethos amongst staff. Staff told us they felt supported by the practice leadership.
- 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.

- The practice was proactive in ensuring military veterans received the support they needed; when health issues they experienced were related to their time in service we saw any necessary referrals were prioritised.

We saw an area of outstanding practice:

- The practice had previously led the development of the Burnley Wood Community Assets Projects to bring together a wide range of local services and promote closer joint-working and improve health and well-being outcomes for patients in the area. We saw work on these projects had been maintained, with new projects recently commenced.

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

- Formalise and record processes to gain assurance workflow systems are operating as intended and non-medical prescribers are working within levels of competence.
- Complete a risk assessment to record the rationale for emergency medicines stocked by the practice and review stock held in regard to activities carried out.
- Review complaint response letters to include details of how patients can escalate their complaints should they be unhappy with the practice's reply.

**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

<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>Good</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 and a second CQC inspector.

## Background to Burnley Wood Medical Centre

Burnley Wood Medical Centre (50 Parliament Street, Burnley, BB11 3HR) is part of the NHS East Lancashire Clinical Commissioning Group (CCG). Services are provided under a general medical service (GMS) contract with NHS England. The practice has 5974 patients on its register. The practice is housed in a purpose built modern building that is accessible to people with disabilities.

Information published by Public Health England rates the level of deprivation within the practice population group as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy in the practice geographical area is 76 years for males and 81 years for females both of which are below the England average of 79 years and 83 years respectively. The patient numbers in the different age groups were reflective of local and national averages; however only 49% of the practice patient population has a long standing health condition, compared the local average of 56% and national average of 54%.

The practice opens Monday to Friday 8am to 6.30pm. Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service. The out of hour's service is provided by East Lancashire Medical Services.

The practice has three GP partners, two female and one male GP. The practice employs a practice manager, an office / medicines manager, two practice nurses, one health care assistant, one clinical pharmacist, and a team of administration and reception staff.

The practice is registered with CQC to provide surgical procedures, treatment of disease, disorder or injury, diagnostic and screening procedures, family planning and maternity and midwifery services as its regulated activities.