

# James Street Group Practice

## Inspection report

James Street  
Workington  
CA14 2DL  
Tel: 0190060089  
[www.jamesstreet-workington.nhs.uk](http://www.jamesstreet-workington.nhs.uk)

Date of inspection visit: 8 and 17 august  
Date of publication: 01/11/2023

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 an announced inspection at James Street Group Practice on 8 and 17 August 2023. **Overall, the practice is rated as Good.** We rated responsive as requires improvement because although we saw the practice was attempting to improve access, this was not yet reflected in the GP patient survey data or other sources of patient feedback.

Safe - Good

Effective – Good

Caring - Good

Responsive – Requires Improvement

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for James Street Group Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection to rate the practice following a change to their registration with CQC. This was therefore the first rated inspection of the service under this provider.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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:

# Overall summary

- Patients were unhappy with the access to appointments offered by the practice. This was reflected in the National GP survey.
- 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.
- The practice regularly reviewed the service it provided to try and provide optimal care to their patients.
- The practice used clinical audits to improve care and treatment.
- The practice dealt with complaints in a timely manner and learned from them.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to develop solutions to provide better access to their patients.
- Continue to develop medicines stewardship including their systems to respond consistently to important safety alerts.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to James Street Group Practice

James Street Group Practice is located in James Street, Workington, Cumbria CA14 2DL. It has 4 branches. We visited the main site in Workington as part of our inspection.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and, surgical procedures.

The practice is situated within the NHS North East and North Cumbria Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 32,000 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is on the 3rd decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is open between 8am to 6.30pm Monday to Friday and provides extended hours on Monday and Friday. The practice offers a range of appointment types including telephone consultations and advance appointments.

Out of hours services are provided by 111 and Cumbria Health On Call.