

# Billinge Medical Practice

## Quality Report

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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

Are services safe?

**Good**



# Summary of findings

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## Overall summary

We carried out an announced comprehensive inspection at Billinge Medical Practice on the 25 May 2016. The overall rating for the practice was good. The rating for the key question of safe was requires improvement. The full comprehensive report for the inspection

of 25 May 2016 can be found by selecting the 'all reports' link for Billinge Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 16 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 25 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

After the comprehensive inspection of 25 May 2016 the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- They had provided an up to date electrical certificate for the premises. They have carried out a detailed disability risk assessment.
- They have displayed their complaints procedure which is accessible to patients and also provided a compliment and suggestion box for their patients.
- Opening hours for the practice have been updated and displayed in both premises.
- They have a planned maintenance programme for the premise.

### Letter from the Chief Inspector of General Practice

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

Evidence was provided as part of this desk based review to show that required improvements had been implemented. The practice had an up to date electrical maintenance certificate for the premises. A planned maintenance programme for the premises showed what actions were being taken to refurbish, update and maintain the building.

**Good**



# Billinge Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

## Background to Billinge Medical Practice

Billinge Medical Centre is based in Billinge and falls within St Helens Commissioning Group (CCG). The building is purpose built. The medical centre is run by a partnership made up of three male GPs. The partnership GPs are supported by one salaried female GP. They have one practice manager, three practice nurses, two health care assistants and a team of administration and reception staff. The practice also has a branch surgery called Orrell Surgery which serves the local community in Billinge and Orrell and is positioned on the main high street. The practice offers enhanced services such as health assessments for patients with learning disabilities. All services are delivered under a General Medical Services (GMS) contract.

The male life expectancy for the area is 80 years compared with the national average of 79 years.

The female life expectancy for the area is 83 years compared with the national average of 83 years. There were 10260 patients on the practice list.

The practice is open from 8am to 7pm Monday and Tuesday, Wednesday and Friday from 8am to 6pm Mondays, 8am to 2pm Thursday. The practice offers extended hours surgeries on and Saturday from 8am to 11am. The Saturday extended hours are alternated with the practices branch surgery. General practitioners start

appointments from 8.10am and appointments are available throughout the day. Patients requiring GP services outside of normal working hours are referred on to the St Helens Rota who are the local out of hour's provider.

## Why we carried out this inspection

We undertook a comprehensive inspection of Billinge Medical Centre on 25 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. The full comprehensive report following the inspection of 25 May 2016 can be found by selecting the 'all reports' link for Billinge Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a desk-based follow-up inspection of Billinge Medical Centre on the

16 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. We reviewed the practice against one of the five questions we ask about services: is the service safe?

## How we carried out this inspection

We carried out a desk-based focused inspection of Billinge Medical Centre on 16 February 2017. The practice was contacted and a request was made to submit updated evidence to show that the practice had completed the improvements identified during the comprehensive inspection of

## Detailed findings

25 May 2016. A range of information was discussed with the practice manager, submitted by the practice and reviewed by the CQC Inspector. This involved reviewing evidence that:

- The electrical certificates for maintenance and disability risk assessments were up to date and accessible.
- Information was accessible to patients to help inform them of the complaints policy and opening times for the practice.

- A planned maintenance and refurbishment programme was in place for both premises.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on the 25 May 2016, we rated the practice as requires improvement for providing safe services as we found some concerns with the management of safety. Following the inspection, the practice submitted a detailed action plan to provide details of what they had done to make improvements.

These arrangements had significantly improved when we undertook a follow up inspection on 16 February 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

Action was taken by the Practice Manager to manage Health & Safety and update their electrical maintenance certificates for both premises. The practice had carried out a detailed risk assessment to ensure that all reasonable adjustments had been made to the practice for disabled people when accessing the service. They had developed a detailed maintenance and refurbishment plan which covered both the main practice site and their branch surgery. The plan listed all actions taken and planned to upgrade the premises.