

Abbey Road Surgery

Inspection report

Alfred Barrow Health Centre
Duke Street
Barrow-in-Furness, Cumbria
LA14 2LB
Tel: 01229821599
www.abbey-practice.co.uk

Date of inspection visit: 30 november 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of the Abbey Road Surgery in relation to the responsive key question. This assessment was carried out on 30 November 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as Good.

Safe - Good

Effective – Good

Caring - Good

Responsive – Good

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for the Abbey Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a targeted assessment of the key question of responsive.

How we carried out the inspection

This inspection was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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:

- The practice provided good access for their patients. This was reflected in the GP patient survey data and other sources of patient feedback.
- The practice understood and were responsive to the changing needs of its local population. This included pro-actively working to improve health outcomes for their community.
- The practice had an active Patient Participation Group.
- The practice dealt with complaints in a timely manner and learned from them.

Overall summary

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 Healthcare

Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities.

Background to Abbey Road Surgery

The Abbey Road surgery is located in Duke Street, Barrow in Furness LA14 2LB.

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 Lancashire and South Cumbria Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 6700 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 4th decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population is 99.2% white with the remainder of the population being mixed.

Appointments are available 8am and 6.30pm on Monday to Friday. The practice offers a range of appointment types including telephone consultations and advance appointments.

Out of hours services are provided by 111.