

# Poplar House Surgery

## Inspection report

Durham Avenue  
Lytham St. Annes  
FY8 2EP  
Tel: 01253722121

Date of inspection visit: 27 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?

Requires Improvement



# Overall summary

We carried out a targeted assessment of the Poplar House Surgery in relation to the responsive key question. This assessment was carried out on 27 November 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as Requires Improvement.

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 the Poplar House Surgery on our website at [www.cqc.org.uk](http://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 and their staff were working hard under intense pressure to improve access for their patients. However, this was not yet reflected in the GP patient survey data.
- The practice understood and were responsive to the changing needs of its local population.
- The practice had an active Patient Participation Group that represented their patient demographics.
- The practice dealt with complaints in a timely manner and learned from them.

# Overall summary

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

- Continue to develop solutions to provide better access to their patients.

**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 Poplar House Surgery

Poplar House Surgery is located at Durham Avenue, Lytham St. Annes FY8 2EP.

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 and delivers a General Medical Services contract (GMS) to a patient population of over 6900 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 5th decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population is 97.4% white with the remainder of the population being mixed.

The practice is open between 8am and 6.30pm on a 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.