

Billinge Medical Practice

Inspection report

The Surgery
Recreation Drive, Billinge
Wigan
WN5 7LZ
Tel: 01744892205

Date of inspection visit: 3, 5 and 8 August 2022
Date of publication: 03/10/2022

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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Insufficient evidence to rate



Are services caring?

Insufficient evidence to rate



Are services responsive to people's needs?

Insufficient evidence to rate



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced inspection at Billinge Medical Practice on 3, 5 and 9 August 2022.

The practice is rated as requires improvement overall and for being safe and well-led.

New partners had recently taken over the service and most staff who provided care to patients were new and there was not enough evidence to rate the effective, caring and responsive domains.

We will inspect the service again within six months to provide a rating.

The full reports for previous inspections can be found by selecting the 'all reports' link for Billinge Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns that were raised with us.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included :

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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:

- Not all staff had had the required training and support for their roles.
- Communication systems and organisational culture needed to improve.
- Systems and processes needed improving to ensure there was managerial oversight for the practice.

Overall summary

However:

- The challenges faced by the provider were being addressed with external support.

We found one breach of regulation. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider **should**:

- Continue with transformation work to improve services to meet the needs of the patients.

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 lead 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 Billinge Medical Practice

Billinge Medical Practice is located in Wigan at:

The Surgery

Recreation Drive

Billinge

Wigan

WN5 7LY

The practice has a branch surgery at:

Orrell Surgery

58 Church Street

Orrell

WN5 8TQ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Cheshire and Merseyside Integrated Care Systems (ICS) and delivers General Medical Services (**GMS**) to a patient population of 8,250 as of 1 August 2022. This is part of a contract held with NHS England.

The practice is part of the North St Helens primary care network, a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the eighth decile (eight of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.6% White 1.4% Asian, Black, Mixed, and Other. There are more older people registered at the practice.

There is a team of two GP partners who provide cover at both practices with locum GP's and advanced nurse practitioners. The GPs are supported at the practice by a practice nurse and team of reception/administration staff. At the time of the inspection the practice manager post was vacant and external support was in place to improve management systems and processes.

The practices opening times are from 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the local primary care network Monday to Friday 6:30pm-7pm and Saturday mornings. Out of hours services are provided by St Helens Rota from 6:30pm to 8am Monday to Friday and all day at weekends. Two local walk in centres are also available to patients.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none">• Risks relating to the premises had not been assessed.• Not all of the improvements required were documented within an action plan to capture progress and ensure they were addressed.• Not all staff had undertaken the relevant training for their role.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	