

Dr Wilson & Partners

Inspection report

Westward Ho
Grimsby
DN34 5DX
Tel: 01472582700
www.birkwoodsurgery.nhs.uk

Date of inspection visit: 07 December 2021
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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?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Dr Wilson & Partners on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

As only part of the responsive key question was inspected this area has not been rated.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Wilson & Partners on our website at www.cqc.org.uk

Why we carried out this inspection.

This inspection was undertaken in response to information and data available to CQC and was focused on the management of access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff during a site visit.

Interviews were carried out with the practice manager, registered manager/GP partner, head of reception and reception staff.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.

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

- Review and improve instructions for use of the intercom at the front door.
- Review and update information provided on the website relating to extended hours and out of hours provision.
- Review and improve information about online systems to contact the practice.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was undertaken by the lead inspector.

Background to Dr Wilson & Partners

Dr Wilson and Partners is in Grimsby at:

Birkwood Medical Centre

Westward Ho

Grimsby

North East Lincolnshire

DN34 5DX

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

The practice is situated within the North East Lincolnshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8,473. This is part of a contract held with NHS England.

The practice is part of a wider network of four GP practices totalling a patient population of about 30,500.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 97.5% White, 1.3% Asian, 0.3% Black and 0.7% Mixed.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four GPs. The practice has a team of two nurses who provide nurse led clinics. The GPs are supported at the practice by a team of reception/administration staff and a practice manager.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face this is offered after GP telephone triage.

Extended access was provided locally by the Primary Care Network (PCN), where late evening and weekend appointments are available and booked via the patient's own GP practice. Out of hours services are provided by the GP Out of Hours Unit accessible by calling 111.