

# Oaks Place surgery

## Inspection report

Widnes HCRC  
Oaks Place, Caldwell Road  
Widnes  
WA8 7GD  
Tel: 01514955140

Date of inspection visit: 15 July 2022  
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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 safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at Oaks Place Surgery on 15 July 2022. Overall, the practice is rated as **Good** with the following key question ratings:

Safe -**Good**

Effective -**Good**

Caring – **Good** (rating awarded at the inspection 21 August 2019).

Responsive – **Good** (rating awarded at the inspection 21 August 2019)

Well-led -**Good**

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Oaks Place Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

## 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 inspection included:

- A site visit by the lead inspector.
- Conducting staff interviews remotely and on site.
- Completing clinical searches remotely on the practice’s patient records system and discussing findings with the provider.
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Gaining feedback from staff by using staff questionnaires.

## 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.

# Overall summary

## **We have rated this practice as Good overall**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- More fully document in the clinical record when a medication review or a review of patients with a long-term condition has taken place.
- Continue the catch up programme of medication reviews for patients where recall has lapsed due to the pandemic.
- Review and monitor the process for acting on safety alerts, to minimise the risk of any patients not receiving the required monitoring required for the medicines they are prescribed.
- Continue to work with patients to encourage the uptake of cervical screening.

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

**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 Oaks Place surgery

Oaks Place Surgery is located in Widnes at:

Widnes HCRC

Widnes

WA8 7GD

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

[www.oaksplacesurgery.nhs.uk](http://www.oaksplacesurgery.nhs.uk)

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 delivers a General Medical Services (GMS) to a patient population of 3928 at the time of inspection. This is part of a contract held with NHS England. The practice is part of NHS Cheshire and Merseyside and also in the WA8 Collaborative (Federation) and Widnes Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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% White and 2% Other. The majority of patients are within the 15 to 64 age group.

The provider is a GP who works full-time at the practice. There were no salaried GPs employed at the time of this inspection, however a vacancy was advertised and covered by locum GPs when required. A practice nurse provided nurse led clinics, and a paediatric Advanced Nurse Practitioner (ANP) works in the practice one day a week. In addition, a clinical pharmacist had recently been employed by the practice through the federation (Widnes (PCN)). Practice Management is split over two roles. The Operations Manager has management oversight of practice staff, patient liaison and daily operations within the practice. The Business/ Information management and technology (IM&T) Manager has oversight of development and implementation of the practice corporate strategy. They also managed the information technology infrastructure and functionality within practice. The practice has a team of reception and administration staff to support the delivery of services.

The practice is open between 8am and 6.30pm from 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 at the practice where one late evening and one early morning appointments are available. Extended hours are also provided by Widnes GP Extra and out of hours services are provided through NHS 111.