

Witton Street Surgery

Inspection report

162 Witton Street
Northwich
Cheshire
CW9 5QU
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Witton Street Surgery on 19 March 2019 as part of our inspection programme.

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 have rated this practice as good overall.

We have rated this practice as good all population groups.

We rated the practice as **requires improvement** for providing safe services because:

- The systems for monitoring medicines needed to be more robust.

We rated the practice as good for providing effective, caring, responsive and well-led services.

We found that:

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff were provided with the training and support required for their roles.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice monitored patient access to services. They adjusted access to ensure that it met the needs of patients.

- The practice organised and delivered services to meet the needs of patients.
- There was a system in place for investigating and responding to patient feedback including complaints.
- There was a focus on continuous learning and improvement at all levels of the organisation.

The area where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Provide guidance to all staff on the updated safeguarding policies and procedures.
- Monitor the system to record spot checks of the cleaning undertaken by the cleaners and to record when equipment and clinical areas are cleaned.
- Record all significant events on one record to enable patterns and trends and progress to be more easily identified.
- Review the system to monitor safety alerts.
- Introduce a comprehensive programme of quality improvement and use this information about care and treatment to make improvements.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser

Background to Witton Street Surgery

Witton Street Surgery is situated in Northwich, Cheshire. The practice has a small car park and there is parking on the road outside the practice and at a car park close by. The practice has a pharmacy located nearby.

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

Witton Street Surgery is situated within the Vale Royal Clinical Commissioning Group (CCG) and provides services to 7,837 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

At this practice there are four GP partners and one salaried GP. There is a lead practice nurse and two practice nurses. Clinicians are supported by a practice manager and reception and administration staff. The practice is a training practice for GP registrars (a registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice).

The National General Practice Profile states that 98% of the practice population is from a white background. Twenty percent of the patient population are over the age of 65 and 19% are under the age of 16. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years and female life expectancy is 83 which is comparable to the national averages.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	The system to monitor uncollected prescriptions did not ensure vulnerable patients not collecting their medication would be referred to the GPs for review.
Maternity and midwifery services	The practice was not monitoring emergency medications to ensure that appropriate medications were available.
Surgical procedures	The repeat prescription processes at the service meant that the GP was not doing the final check of all prescriptions before they were issued to the patient.
Treatment of disease, disorder or injury	The practice was not carrying out regular checks of the outcome of blood monitoring tests prior to prescribing medication to manage this.