

High Street Medical Practice

Inspection report

Golborne Health Centre
Kid Glove Road, Golborne
Warrington
WA3 3GS
Tel: 01942481600

Date of inspection visit: 08 November 2021
Date of publication: 15/11/2021

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?

Overall summary

We carried out an announced inspection at High Street Medical Practice on 8 November 2021. Overall, the practice is rated as **Good** with the following key question ratings:

Safe - **Good**

Effective - **Good**

Caring - **Good**

Responsive - **Good**

Well-led - **Good**

Why we carried out this inspection

This was a full comprehensive inspection due to changes to the registration of the practice.

How we carried out the inspection/review

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 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.

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 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.

Overall summary

- 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-centred care.

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

Our inspection team was led by a CQC lead inspector who spoke with staff remotely and undertook a site visit. The team included a GP specialist advisor who spoke with staff remotely and completed clinical searches and records reviews without visiting the location.

Background to High Street Medical Practice

High Street Medical Practice is the registered provider and provides primary care services to its registered list of 4376 patients at the time of the inspection. The practice delivers commissioned services under the Alternative Primary Medical Services (APMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, surgical procedures, maternity and midwifery services, and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Golborne Health Centre

Kidglove Road

Golborne

WA3 3GS

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:

<https://highstreetmedicalcentre.co.uk/>

There are two GPs working at the practice to cover all clinical sessions (female and male GPs) and two advanced nurse practitioners, a practice nurse and healthcare assistant. There is a practice manager, assistant practice manager and supporting administration staff including a business apprentice. The practice is also supported by two pharmacists from the Primary Care Network.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the fifth less deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services. According to the latest available data, the ethnic make-up of the practice area is 97% White, and 3% Other.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough

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 or online consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.