

Chapelford Medical Centre

Inspection report

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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic.

This assessment was carried out with the consent of the provider and information was obtained without visiting the provider. The assessment did not include on-site inspection and therefore we have not rated the location under any of the key areas.

Chapelford Medical Centre was registered with CQC in December 2018. Due to the Covid-19 pandemic the scheduled comprehensive inspection of this location did not take place and therefore is currently unrated.

We undertook a remote regulatory assessment on 5th November 2020 as part of our regulatory programme. During the assessment we reviewed Chapelford Medical Centre's clinical record system which included the practice's task management system and a sample of electronic patient records.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment.
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Leaders were not always visible and available to support staff fully when required.
- The practice culture did not effectively support high quality sustainable care.
- Not all responsibilities, roles and systems of accountability were clear to support good governance and management.

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

- Maintain visible and supportive leadership for all staff.
- Ensure systems and processes are clear to support staff to fulfil their roles and responsibilities effectively with accountability.
- Establish formal communications for opportunities to engage and communicate with staff effectively including sharing of incidents with all staff.

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

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

Background to Chapelford Medical Centre

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

Chapelford Medical Centre is situated within the Warrington Clinical Commissioning Group (CCG) and provides services to approximately 6,800 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.

The provider is Dr Daniel Bunstone, the lead GP at the practice. The practice employs three GPs in addition to their own nurse manager, two practice nurses, a healthcare assistant and several administration staff. The practice is part of a Primary Care Network (PCN).

Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79.7 years compared with the national average of 79 years. Female life expectancy is 81.5 years compared with the national average of 83 years.

The practice is open Monday to Friday 8am – 6:30pm with extended hours available at another local practice until 8pm. When the practice is closed patients can access the out of hours provider.