

The Surgery

Inspection report

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Warrington
Cheshire
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Surgery on 26 February 2020 as part of our inspection programme. The practice is also known as Holes Lane Surgery and there is a branch practice called Manchester Road Branch.

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 received eight CQC feedback cards given to patients before and during the inspection. Comments made by patients were positive about the services provided and the practice staff.

We have rated this practice as **good** overall. We have rated all population groups as **good**.

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 organised and delivered services to meet patients' needs. 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:**







- Work with other health and social care professionals to regularly discuss safeguarding concerns for patients identified as being at risk.
- Review the emergency medicines held and ensure an appropriate risk assessment has been carried out if required.
- Work towards proactively identifying patients who are carers to provide appropriate information, support and care.
- Display information about the complaints procedure clearly at both practices.
- Regularly assess and review risks regarding premises, security, health and safety for both sites.
- Continue to work towards engaging patients to join a patient participation group.

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	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. The team included a GP specialist advisor and a second CQC inspector.

Background to The Surgery

The Surgery (also known as Holes Lane Surgery) and branch practice (Manchester Road) are located in Warrington. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

The Surgery is part of Warrington clinical commissioning group (CCG) and provides services to approximately 10,500 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are five GP partners and one salaried GP. The team also includes an advanced nurse practitioner, three practice nurses, one healthcare assistant a practice manager and a team of reception and administration staff. The practice is part of a wider network of GP practices and through this a clinical pharmacist is employed who attends the practice daily.

There are higher than average numbers of patients over 65 years of age and lower than average numbers of patients under 18 years of age. Information published by Public Health England rates the level of deprivation within the practice population group at six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The percentage of patients with a long-standing health condition was 54.4% which was higher than the local average of 50.6% and national average of 51.4%.

The practice is open Monday to Friday 8am to 6.30pm with extended hours provision on Monday and Thursday mornings from 7.30am. The branch practice is open Monday to Friday 8.30am to 12.30pm and Mondays, Tuesdays and Fridays 3pm to 6pm. When the practice is closed patients can access the Warrington out of hours service.