

Burscough Family Practice

Inspection report

Stanley Court
Lord Street, Burscough
Ormskirk
Lancashire
L40 4LA
Tel: 01704936020
www.burscoughfamilypractice.co.uk

Date of inspection visit: 12 February 2020
Date of publication: 24/03/2020

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 Burscough Family Practice on 12 February 2020 as part of our inspection programme. This was the first inspection of this GP practice under this registered provider.

The single-handed GP took over the NHS GP contract for the service in May 2019 and completed the registration of the service with the CQC at the beginning of December 2019. The GP practice had been inspected previously under the registration, leadership and management of another provider and was rated requires improvement with issues identified for key questions Safe, Effective and Well led. The new GP provider had implemented a comprehensive action plan and all the areas identified previously had been improved.

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 and good for all population groups.

We found that:

- The practice had implemented action to improve systems to ensure care was provided in a way that kept patients safe and protected them from avoidable harm.
- The practice vision was supported by the ongoing implementation of improvements to service delivery.

- Good evidence was available that demonstrated 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:**

- Establish a system to formally monitor all two week referrals.
- Develop a protocol to support correspondence work flow, coding and quality assurance of the process.
- Facilitate additional infection prevention and control (IPC) training for the new IPC lead.
- Include details of the Parliamentary and Health Service Ombudsman (PHSO) in the final written response to complainants.
- Continue to implement the practice improvement strategy including promoting cervical screening, the promotion of the patient participation group and the practice's offer to support carers.

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.

Background to Burscough Family Practice

Burscough Family Practice is situated in a residential area of Burscough and occupies the purpose-built Burscough Health Centre, Stanley Court, Burscough, Lancashire at L40 4LA along with two neighbouring GP practices. Information on services offered can be found on the practice website at

The practice delivers services under a general medical services (GMS) contract with NHS England to 2562 patients, and is part of the NHS West Lancashire Clinical Commissioning Group (CCG). The provider is registered with CQC to deliver the regulated activities: treatment of disease, disorder or injury, maternity and midwifery, diagnostic and screening procedures, family planning and surgical procedures.

The practice is staffed by one male GP (the provider), one salaried GP (male) and one male long-term locum GP. The GP provider confirmed they were seeking to recruit a female GP or advanced nurse practitioner. Clinical

support is provided by a practice nurse and a healthcare assistant and management support includes an operational manager, a business manager and a number of administrative / reception staff.

The average life expectancy of the practice population is in line with the CCG and England averages for males (80 years) and for females it is slightly below the national average at 82 years. The practice caters for a higher percentage of patients over the age of 65 years (27.4%) compared to the local (22.4%) and national (17.4%) averages. The percentage of patients under the age of 18 years is lower at 16 % compared to the local average of 18.6% and national figure of 20.6%.

Information published by Public Health England rates the level of deprivation within the practice population group as eight on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Outside normal surgery hours, patients are advised to contact the local out of hour's service, accessed by phoning NHS 111.