

Grasmere Surgery

Inspection report

Leigh Health Centre
The Avenue
Leigh
WN7 1HR
Tel: 01942483330
www.grasmere.surgery.co.uk

Date of inspection visit: 08 January 2020
Date of publication: 17/01/2020

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 a focused inspection at Grasmere Surgery on 8 January 2020. The announced inspection was part of our inspection programme. Following a Care Quality Commission annual regulatory review to check for changes in quality we inspected the key questions effective and well led. We used information from our previous inspection findings for the key questions safe, caring and responsive. The practice was previously inspected on 12 April 2017 and was rated good overall.

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

We rated the practice as **good** for providing effective services and **good** for the population groups because:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided.
- It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs.

We rated the practice as **good** for providing a well led service because:

- There was a clear leadership structure and staff felt supported by management.
- The practice had a number of policies and procedures to govern activity and held regular governance meetings.
- 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 person-centre care.
- The practice proactively sought feedback from staff and patients, which it acted on.

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

- Consider putting systems and processes in place for patients with long term conditions not covered by QOF that require a review. For example coeliac disease and for those diagnosed with gestational diabetes to ensure monitoring as advised by NICE.

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 Grasmere Surgery

Grasmere Surgery is the registered provider and provides primary care services to its registered list of 7956 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The GMS 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; family planning; maternity and midwifery services; surgical procedures; and treatment of disease, disorder and injury.

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

Leigh Health Centre
The Avenue
Leigh
WN7 1HR

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:

There are five GPs (three female and two male), four practice nurses, and a healthcare assistant. There is also a practice manager, assistant practice manager and supporting administration staff.

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 fourth most 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.

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.