

Salford Health Matters Little Hulton

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

Outstanding 

Are services safe?	Good 
Are services effective?	Outstanding 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Salford Primary Care Together Little Hulton on 1 May 2019 as part of our inspection programme.

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 outstanding overall (rated good in the Safe, Caring and Responsive key questions, and Outstanding in the Effective and Well led Key questions).

- Feedback from patients about the staff, care and treatment was positive. National patient survey results regarding staff, care, treatment and the service were consistently higher than local and national averages.
- 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 which contributed to improvements for patient outcomes.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. Staff said the practice was a good place to work and added that the leadership team were supportive and encouraged career development and learning which impacted positively on the quality of care offered to patients.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- There were innovative approaches to providing integrated person-centred care. For example, the practice had developed their own dementia care plan which was more tailored to the needs of patients.

We found areas of **outstanding** practice:

The practice took a leadership role in the local health and social care community to identify and proactively address challenges and meet the needs of the practice population. For example,

- The practice employed a full-time vulnerable patient coordinator (VPC) who acted as a single point of contact for patients in this population group and for patients placed on the Special Allocation Scheme (SAS). The role was to ensure continuity and a better standard of care. The VPC would support the practice's safeguarding team and assist with any safeguarding queries made to the team.
- The practice nurses offered advice and support to other practice nurses in the local area. A news letter had been developed by the nursing team which was sent out to other practices to update them on any changes and updates that were happening in primary care.

The areas where the provider **should** make improvements are:

- The practice should continue to make improvements to their telephone system to improve survey scores around getting through to someone on the phone.
- The practice should continue to make improvements to their QOF cancer scores.

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

Dr Rosie Bennyworth BS BMedSci MRCGP Chief Inspector of General Practice 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	Outstanding 
People experiencing poor mental health (including people with dementia)	Outstanding 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor, and practice manager specialist advisor.

Background to Salford Primary Care Together Little Hulton

Salford Primary Care Together provides primary medical services at Haysbrook Avenue, Greater Manchester, M28 0AY.

The practice is registered for the following regulated activities: Diagnostic and Screening, Family Planning, Maternity and Midwifery, and Treatment of Disease, Disorder or Injury under a General Medical Services contract.

The practice is an organisation made up of a large number of clinical staff that can work across various

Salford Primary Care Together sites in Salford. The clinical staff are supported by a team leader, an administration team made up of receptionists, secretary's, and back office staff.

Salford Primary Care Together provides care to over 17,000 patients.

The practice is open from 8am to 6.30pm Monday to Friday with extended opening on a Thursday and until 8pm. The practice is open every third Saturday of the month from 9am to 12pm Outside of normal opening hours, patients would be diverted to the NHS 111 service.

The website of the practice is www.spctogether.co.uk