

Hawthorn Medical Centre

Quality 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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Hope Citadel Healthcare CIC also known as Hawthorn Medical Centre, on 27 August 2015. The overall rating for the practice was good, although the practice was rated as requires improvement for safety.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

This inspection was an announced desk based inspection carried out on 22 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 27 August 2015. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- At our previous inspection we found that the business continuity plan had not been updated since July 2015 and contained details of the primary care trust (PCT) which was replaced by the clinical commissioning groups in 2013. The practice submitted evidence to demonstrate that they had updated the business continuity plan so all information was accurate.
- At the previous inspection we suggested that the practice update their website as there was some out of date information included. The practice website had been amended however, this still referred patients wishing to escalate complaints to the Healthcare Commission which was superseded by the Care Quality Commission (CQC) in 2008. The practice manager told us this would be changed.
- At the previous inspection fire safety checks were not being carried out on a regular basis. We found the last recorded check of the escape routes had been conducted in 2012 and the fire alarms in 2014 and 2015. The practice submitted evidence to demonstrate these checks were now carried out on a monthly basis with the results documented.

There is one area of practice where the provider should make improvement.

The provider should:

Summary of findings

- Update the website complaint guidance to remove reference to the healthcare commission.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

The practice had taken action to address the concerns raised during our previous inspection in August 2015.

The practice submitted evidence to demonstrate the required fire safety checks were conducted at appropriate intervals and the results of these tests recorded. This included fire alarms, fire extinguishers, emergency lighting fire resisting doors and means of escape.

The business continuity plan had been updated and included information regarding action to take in case of a loss of electrical supply and the clinical commissioning group (CCG) contact details.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for safety identified at our inspection on 27 August 2015 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in August 2015 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

Good



People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 27 August 2015 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in August 2015 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

Good



Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 27 August 2015 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in August 2015 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 27 August 2015 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in August 2015 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

Good



Summary of findings

People whose circumstances may make them vulnerable

The provider had resolved the concerns for safety identified at our inspection on 27 August 2015 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in August 2015 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safety identified at our inspection on 27 August 2015 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in August 2015 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

Good



Hawthorn Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentation submitted to us by the practice.

Background to Hawthorn Medical Centre

Hope Citadel Healthcare CIC is also known as Hawthorn Medical Centre. It is a GP practice and walk in centre situated in a small retail park in the Fallowfield area of Manchester. It is a single storey building, fully accessible to the disabled or those with mobility difficulties, and there is a large car park immediately outside.

The practice is part of an organisation. Five GPs worked at the practice, three female and two male. There was also a practice manager, practice nurse, nurse practitioner, counsellors, healthcare assistants and other reception and administrative staff.

The GP surgery was open from 8am until 8pm Monday to Friday. Appointments were available throughout these times. It was also open from 10am until 5pm on Saturdays and Sundays.

The walk in centre was run by staff and GPs from the practice. Patients registered with the practice could attend if they were unable to access a normal practice appointment, and it was also open to any other patient. It had three clinics during the week; 8.30am until 10.30am,

1pm until 3pm and 4.30pm until 6pm. It was open during the weekend and the clinics times then were 10am until 12 noon and 2pm until 4pm.

The practice has an Alternative Provider Medical Services (APMS) contract with NHS England. At the time of our inspection 4575 patients were registered. There was a much higher than average proportion of patients in the 20 to 34 year age range, and a much lower than average proportion of patients over the age of 40. The practice is in an area of high deprivation. The practice has opted out of providing out-of-hours services to their patients. This service is provided by a registered out of hours provider, Go-to-doc.

Why we carried out this inspection

We undertook a comprehensive inspection of Hope Citadel Healthcare CIC on 27 August 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall with Safe rated as requires improvement. The full comprehensive report following the inspection on 27 August 2015 can be found by selecting the 'all reports' link for Hope Citadel Healthcare CIC on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Hope Citadel Healthcare CIC on 27 August 2015. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of Hope Citadel Healthcare CIC on 22 May 2017. This involved reviewing the following evidence:

Detailed findings

- A copy of the updated business continuity plan to ensure that all information was accurate.
- Evidence that the website had been updated however, the information provided to patients regarding escalating complaints, contained outdated information.
- Evidence to demonstrate fire safety checks were carried out and recorded at appropriate intervals.

Are services safe?

Our findings

At our previous inspection on 27 August 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of conducting fire safety checks at regular intervals. In addition the business continuity plan needed to be updated.

These arrangements had sufficiently improved when we undertook a follow up inspection on 22 May 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

The practice submitted evidence to demonstrate fire safety checks were being carried out. We saw that monthly checks were carried out in relation to fire extinguishers, escape routes and emergency lighting. In addition the fire alarms were tested on a weekly basis.

Arrangements to deal with emergencies and major incidents

The practice submitted a copy of the business continuity plan which had been reviewed in March 2017. The plan was comprehensive and set out the actions to be taken in the event of a major incident such as loss of power or damage to the building. The plan had been amended since our last inspection to include details of various contractors including electricity and water providers.

At the last inspection the plan gave details of the primary care trust (PCT) which was superseded by the clinical commissioning group (CCG) in 2013. The plan had also been updated to show the CCG.