

Eastlands Medical Practice

Quality Report

Clayton Health Centre
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We undertook this desk based focused inspection of Eastlands Medical Practice on 24 January 2017 for one area within the key question safe.

We found the practice to be good in providing effective services. Overall, the practice is rated as good.

The practice was previously inspected on 19th June 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, overview of reliable safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

We found the following processes were not in place:

- A full employment history and evidence of identity was not kept for all staff. Disclosure and Barring Service (DBS) checks were not always carried out. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable)

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

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.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of reliable safety systems and processes in relation to the recruitment of staff members since the last inspection.

Evidence we reviewed included a number of new policies, risk assessment tools and a recent Disclosure and Barring Service (DBS) check performed on an existing member of staff.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

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 practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any patients who use the service.

Eastlands Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Eastlands Medical Practice

Eastlands Medical Practice is located close to Manchester city center and is overseen by North Manchester Clinical Commissioning Group (CCG). The practice is located on the ground floor of a health center which is managed by NHS Properties Ltd and also hosts two other GP practices.

The majority of patients are of white British background with a high deprivation level.

The male life expectancy for the area is 73 years compared with the CCG average of 73 years and the National average of 79 years. The female life expectancy for the area is 79 years compared with the CCG average of 78 years and the national average of 83 years. The practice is in the most deprived decile.

The practice has two GP partners (one male and one female) and one salaried GP (male). There is one practice nurse and one healthcare assistant (HCA). Members of clinical staff are supported by one practice manager and reception staff.

The practice is open 7am to 6pm Monday, Tuesday and Friday, Wednesday 8am until 12.30pm and Thursday 8am to 6pm. Extended hours are offered on Monday, Tuesday and Thursday between 7am and 8am.

Patients requiring a GP outside of normal working hours are advised to call “Go-to- Doc” using the usual surgery number and the call is re-directed to the out-of-hours service.

The practice has a General Medical Service (GMS) contract with NHS England. At the time of our inspection 5,351 patients were registered with the practice.

Why we carried out this inspection

We undertook a comprehensive inspection of Eastlands Medical Practice on 19th June 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on 19th June 2015 can be found by selecting the ‘all reports’ link for Eastlands Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Eastlands Medical Practice on 24th January 2017. 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 Eastlands Medical Practice on 24th January 2017. This involved reviewing the following evidence submitted by the practice:

Detailed findings

- Action plan telling us how the practice would ensure they met the requirements
- Review of a number of new policies, one example being the “New employee recruitment, selection, interview and appointment policy and protocol”.
- Evidence of a recent staff member that had undertaken a DBS check.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 19th June 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, overview of reliable safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

We found the following processes were not in place:

- A full employment history and evidence of identity was not kept for all staff. Where it was necessary for a Disclosure and Barring Service (DBS) check to be carried out this had not always been completed.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

The practice had developed and adopted several different processes, for example:

- A new “Employee recruitment, selection, interview & appointment policy & protocol” had been introduced. This document included the practice use of NHS Employment website which provided up to date information and advice on checks required for all potential new employees.
- The practice used a risk assessment tool kit to assess the requirement of a Disclosure and Barring Service (DBS) check.
- All new staff checks were undertaken for existing employees by following the “Reference request protocol”.
- A checklist and policy for all new staff members had been introduced.

We also reviewed evidence of a Disclosure and Barring Service (DBS) check that had been carried out.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-557665032>

Are services caring?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

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Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

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Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection on 19th June 2015. A copy of the full report following this inspection is available on our website:

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