

Healey Surgery

Inspection report

Whitworth Road
Rochdale
OL12 0SN
Tel: 01706868468
www.healeysurgery.co.uk

Date of inspection visit: 24 May 2022
Date of publication: 21/06/2022

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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused inspection at Healey Surgery on 24 May 2022. Overall, the practice is rated as Good.

The ratings for each key question are

Safe - Not inspected

Effective - Not inspected

Caring - Not inspected

Responsive - Good

Well-led - Not inspected

The practice was previously inspected on 22 December 2016 and was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Healey Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection as part of our monitoring process where it was identified that the practice scored poorly in the national GP survey January to March 2021:

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Requesting evidence from the provider and
- A short site visit

Our findings

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.

Overall summary

We have rated this practice as Good overall

We found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Staff were able to speak to some patients in a language of their choice and in a calm and friendly manner.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The practice developed the cultural competence of staff to address the needs of their diverse population. For example, ensuring timely completion of documentation following patient deaths to facilitate religious burial timeframes.

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

- Continue to obtain, monitor and improve patient satisfaction

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

Our inspection team

Our inspection was carried by a CQC lead inspector who spoke with the practice manager during a short site visit

Background to Healey Surgery

Healey Surgery located in Rochdale, Lancashire at:

Whitworth Road

Rochdale

Lancashire

OL12 0SN

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, surgical procedures and family planning.

The practice is situated within the Heywood, Middleton and Rochdale Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**). This is part of a contract held with NHS England.

The practice is part of a wider group of seven GP practices called Rochdale North Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 77.7% White, 19.4% Asian and 2.9% Black, Mixed and Other.

The age distribution of the practice population closely mirrors the local and national averages. There are slightly more male patients registered at the practice compared to females.

There is a team of three GPs partners (two male and one female). The practice currently has one nurse who provides nurse led clinics for long-term conditions. The practice is in the process of recruiting another nurse. There is one pharmacist and one phlebotomist. The clinical team are supported by a practice manager, an assistant practice manager and a team of reception and administration staff. The practice is a training practice to doctors who are undergoing training to specialise in General Practice. At the time of the inspection there were four trainee GPs who carry out their own clinics and have clinical supervision by the GP partners who are trainers.

The practice is open between 8am to 8pm on Monday and 8am to 6.30pm Tuesday to Friday. The practice offers a range of appointment types including book on the day, face to face and telephone consultations and advance appointments.

Extended access is provided locally by BARDOC where late evening and weekend appointments are available with a GP or nurse as required. Out of hours services are provided by NHS111.