

# Chapel Street

## Inspection report

Chapel Street  
Royton  
Oldham  
OL2 5QL  
Tel: 01616526336

Date of inspection visit: 6 January 2023  
Date of publication: 12/01/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We inspected Chapel Street (also known as Royton Medical Centre) on 7 September 2022. This was a full comprehensive. Following this inspection, the practice was given an overall rating of requires improvement with the following key question ratings:

Safe – Requires improvement

Effective – Good

Caring – Good

Responsive – Requires improvement

Well-led – Inadequate.

After the inspection on 7 September 2022 a warning notice was issued for a breach of Regulation 17 (good governance).

This inspection, carried out on 6 January 2023, was to check the progress made with the warning notice.

We found that improvements had been made in all the areas covered in the warning notice. In particular:

- The system for authorising healthcare professionals to administer medicines was effective.
- Policies had been reviewed, updated, and were being followed.
- The system for checking the stock levels of emergency medicines was effective.
- The system for ensuring healthcare professionals had the appropriate equipment was effective.
- The system for managing safety alerts was effective.
- The system for managing complaints and significant events was effective.
- Information contained on the practice website was accurate.
- Staff were aware of who their Freedom to Speak Up Guardian was.

The rating of requires improvement given to the practice following our full comprehensive inspection on 7 September 2022 remains unchanged. A further full inspection of the service will take place within six months of the original report being published and their rating revised if appropriate.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a second CQC inspector.

## Background to Chapel Street

Chapel Street is located in Oldham at:

Royton Medical Centre

Chapel Street

Royton

Oldham

OL2 5QL

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

The practice delivers a General Medical Services (GMS) contract to a patient population of 6106 at the time of inspection. This is part of a contract held with NHS England. The practice is part of the Oldham locality of the Greater Manchester Integrated Care Board.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile out 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 89% White, 9% Asian and 2% Mixed, Black or Other.

There is a team of two GP partners (both male) and two salaried GPs (one male and one female). There is a practice nurse and a healthcare assistant. There is an Operations Manager, a new practice manager and a senior team leader, and they are supported by a team of administrative staff.

The practice is located in a new purpose-built building which opened in June 2021. There are five GP consulting rooms and two nurse treatments rooms, with a reception/waiting area and administrative staff are located on the ground floor. There is also a large meeting room and staff kitchen/dining room.

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

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 Oldham seven-day access scheme.