

Halliwell Surgery 3

Inspection report

The Halliwell Surgery
Lindfield Drive, Halliwell
Bolton
BL1 3RG
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www.bolton.nhs.uk/gp/halliwell

Date of inspection visit: 24/07/23
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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	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	

Overall summary

We carried out an announced focused inspection at Halliwell Surgery 3 (also known as Drs Uddin and Anwar) on 24 July 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - not inspected, rating of good carried forward from previous inspection.

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive - not inspected, rating of good carried forward from previous inspection.

Well-led - not inspected, rating of good carried forward from previous inspection.

Following our previous inspection on 23 September 2022 the practice was rated Good overall and for the key questions effective, caring, responsive and well led, but requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Halliwell Surgery 3 on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from the previous inspection on 23 September 2022 and followed up only those areas of concern in the safe key question. We did not inspect the whole of the Safe key question. The concerns related to recruitment, infection control and safety alerts.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site and included :-

- A review of pre inspection information submitted by the practice,
- A short site visit where we undertook an interview with the practice manager, looked at personnel files, training and supervisions, and observed the areas in the building where shortfalls had been found previously.

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.

We found that:

- The service had addressed all concerns identified at the previous inspection relating to the safe key question.
- All staff including clinicians had up to date safeguarding and infection control training.
- There was a system to ensure safety alerts were managed appropriately.

Overall summary

- Sharps bins were wall mounted securely and were replaced within required times.
- Oxygen cylinders were safely stored.
- The practice was working towards improving the levels of cervical screening.
- There was an improved system to monitor training, and learning needs were identified during staff appraisals.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who visited the premises.

Background to Halliwell Surgery 3

Halliwell Surgery 3, also known as Dr Uddin and Dr Anwar, is located in Bolton at:

The Halliwell Surgery

Lindfield Drive

Halliwell

Bolton

BL1 3RG

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, 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 4919 at the time of inspection. This is part of a contract held with NHS England.

The practice is part of the Bolton locality of the Greater Manchester Integrated Care Board. Information published by Public Health England shows that deprivation within the practice population group is in decile one 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 65% White, 29% Asian, 3% Black and 3% Mixed or Other.

There is a team of two GP partners (one male and one female) and two salaried GPs. There are three practice nurses and an assistant practitioner supported by a practice manager and a team of administration staff.

The practice is located in a building with two other GP practices. All consultation rooms are on the ground floor and the practice has a car park. 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 could also access out of hours GP appointments through Bolton GP Federation. These were available at three locations in Bolton from 6.30pm until 9.30pm Monday to Friday and 9.30am until 1.30pm during the weekend and on Bank Holidays. Out of Hours services are provided by BARDOC Ltd