

St Gabriel's 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



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

This is a focused desk top review of evidence supplied by St Gabriel's Medical Centre for one area within the key question safe.

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

The practice was previously inspected on 21 May 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed

We found that the registered person did not operate robust recruitment procedures to ensure they only employed fit and proper staff. This was in breach of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Disclosure and Barring Service (DBS) checks had not been sought for all appropriate staff members.

The practice has submitted to the CQC, a range of documents which demonstrate they are now meeting the requirements of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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.

In line with agreed timescales the practice supplied documentary evidence to demonstrate how they had improved their practices in relation to the safe management of medicines since the last inspection.

Evidence reviewed included confirmation that all staff were now DBS checked, a copy of the recruitment / DBS policy and the registration details of the agency used for managing DBS checks.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services well-led?

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

This rating was given following the comprehensive inspection 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 21 May 2015. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

Good



Summary of findings

What people who use the service say

As part of this desk top review we did not speak to any patients who use the service.

A comprehensive inspection was undertaken 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>.

Areas for improvement

St Gabriel's Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence provided.

Background to St Gabriel's Medical Centre

St Gabriel's Medical Centre is located in purpose built premises in the Sedgley Park area of Prestwich. The building has two floors but all patient areas are on the ground floor. There is ramped access and electronic doors making it fully accessible to patients using wheelchairs. There is a car park for patients.

Six GPs work at the practice; four male and two female. Two of the GPs are partners. There are two practice nurses that equate to one full time equivalent staff member, and a healthcare support worker. There is a practice manager, staff supervisor and reception and administration staff.

The practice is open Monday to Friday from 8.15am until 6pm, with the telephones closing between 1.30pm and 2pm. Once a month the practice closes from 1.30pm until 4pm for staff training. The telephones are diverted to the out of hour's service during this time. The practice is part of the Clinical Commissioning Group (CCG) pilot where extended hours appointments are available for all

patients within five practices throughout the CCG area. These appointments are available until 8pm Monday to Friday and from 8am until 6pm during the weekends.

The practice delivers commissioned services under a General Medical Services (GMS) contract.

At the time of our inspection 8300 patients were registered with the practice. There is a higher than average number of children in the practice population.

The practice is a training practice for medical students.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 24 November 2016. At this inspection, within the key question safe, staff recruitment procedures were identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspection on 21 May 2015 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

Detailed findings

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 21 May 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

We found that the registered person did not operate robust recruitment procedures to ensure they only employed fit and proper staff. This was in breach of regulation 19(1) (a) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Disclosure and Barring Service (DBS) checks had not been sought for all appropriate staff members.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the overview of safety systems and processes since the last inspection.

We saw evidence that showed the practice had procedures in place for operating robust recruitment procedures.

- A DBS check had been completed with the staff employed since the last inspection.
- All reception staff were now DBS checked.
- The practice was registered with an agency for the purpose of managing DBS checks.
- There was a recruitment / DBS policy which outlined that a DBS check was a necessary part of the recruitment procedure when employing new staff.

Are services effective?

(for example, treatment is effective)

Our findings

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

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site at <http://www.cqc.org.uk/location/1-562570350>.

Are services caring?

Our findings

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

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site at <http://www.cqc.org.uk/location/1-562570350>.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

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

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site at <http://www.cqc.org.uk/location/1-562570350>.

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 follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site at <http://www.cqc.org.uk/location/1-562570350>.