

Walkden Gateway

Quality Report

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Walkden

Salford

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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 was a focused inspection of Walkden Gateway in one area within the key question safe. The evidence was reviewed at Walkden Gateway.

At this inspection we found the practice had made all required improvements. Overall, the practice is rated as good.

The practice was previously inspected on 10 May 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall but required improvement for providing safe services.

Our key findings at this most recent inspection were as follows:

- At the inspection on 9 May 2017 we spoke with staff members and reviewed a range of documents that demonstrated all of the required improvements had been made.
- The practice had employed an extra staff member to work in reception and the practice had also increased the number of hours the nurse worked.
- The practice now had up to date policies in place that were regularly reviewed.
- The practice had a health and safety risk assessment in place and six monthly health and safety checks were performed.
- We saw evidence that patient group directions (PGDs) were correctly signed.
- The practice now had a prescription log in place to keep track of all prescriptions.

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 now rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how they had made all improvements to their practices in relation to the number of staff employed by employing an extra receptionist and increasing the number of nursing hours.

A health and safety risk assessment was now in place and regular checks were performed every six months. The practice also had arrangements in place for legionella checks.

PGDs were in place and signed to allow the nurse to administer vaccines.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 10 May 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 10 May 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 10 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 used the service.

A comprehensive inspection was undertaken 10 May 2016.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Walkden Gateway

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 Walkden Gateway

Walkden Gateway is located in Salford. The address of the practice is Walkden Gateway, 2 Smith Street, Walkden, Salford, M28 3EZ. The practice has good parking facilities and also has good public transport links.

The practice is located within the Walkden Gateway Centre which offers a wide variety of health services such as audiology, baby clinics, a sexual health clinic and Salford Specialist Stop Smoking Service.

The practice employs two GP partners (one male and one female) and a regular locum male GP, as well as a practice nurse (female), a practice manager and reception staff.

The practice is open between 8.30am and 6.30pm on a Monday, Tuesday, Thursday and Friday, and open until 12.30pm on a Wednesday. Morning appointments were from 8.30am to 10.30am every Monday, Tuesday, Thursday and Friday and from 10.30am to 12pm on a Wednesday. Afternoon appointments were from 4.30pm to 6pm every Monday, Thursday and Friday. Extended hours appointments were from 6.30 to 8pm on a Tuesday. Outside of opening hours, patients would be directed to the 111 out of hours service.

The practice has approximately 1900 patients and operates under a personal medical services contract.

Why we carried out this inspection

We previously inspected this service as part of our new comprehensive inspection programme on 10 May 2016. At this inspection, within the key question safe, the inspection had identified improvements that the practice should make.

This inspection was a planned focused inspection to check whether the provider had taken the required action 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 10 May 2016. The practice supplied an action plan with appropriate timescales telling us how they would ensure they made the relevant improvements.

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 the safe and effective domains.

We carried out an announced visit on 9 May 2017. A CQC inspector reviewed and analysed the evidence provided by the practice 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 10 May 2016. 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, there were issues identified that the practice must make improvements on.

On inspection we reviewed documentary evidence to demonstrate how they had made all required improvements in relation to the overview of safety systems and processes since the last inspection. The practice is now rated as good for providing safe services.

- During the inspection we spoke with staff who told us that a new receptionist had been employed and the number of nursing hours had increased. Staff told us

that they felt the staffing level was now at a more suitable level. The practice told us that the increase in reception staff had allowed them to decrease the amount of note summarising backlog.

- A health and safety risk assessment was now in place and we saw evidence that health and safety checks were performed every six months. The practice also had arrangements in place for legionella testing within the water system.
- The practice now ensured that prescriptions were logged and we saw evidence to confirm this. The practice also had a prescription security protocol in place.
- The practice had ensured that all PGDs used by the nurse to administer vaccines were signed and in date.
- The practice had a number of policies in place and they were all regularly reviewed.

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.

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

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.

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

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.

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

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.

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