

Oldham Family Practice

Inspection report

Integrated Care Centre
New Radcliffe Street
Oldham
Lancashire
OL1 1NL
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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?

Good 

Are services well-led?

Good 

Overall summary

This practice is now rated as Good overall. (Previous rating August 2018 – requires improvement and remained in special measures)

On 6 December 2017 we carried out a full comprehensive inspection of Oldham Family Practice (then registered as Dr Ahmed Choudhury), Integrated Care Centre, New Radcliffe Street, Oldham, OL1 1NL. The practice was given an overall rating of inadequate and placed into special measures.

A requirement notice was issued in respect of Regulation 18, (staffing), of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, and warning notices were issued in respect of Regulation 12 (safe care and treatment), Regulation 13 (safeguarding service users from abuse and improper treatment), Regulation 16 (receiving and acting on complaints and Regulation 17 (good governance).

On 6 April 2018 we carried out a focused inspection to check that the practice had met the requirements of the warning notices. We found that the required improvements had been made.

On 10 August 2018 we carried out a full comprehensive inspection of Oldham Family Practice to assess all domains and determine if the required improvements had been made in order for the practice to be taken out of special measures. We found that although some improvements had initially been made these had not been sustained. The practice was rated overall requires improvement and special measures were to be kept in place for a further six months.

The domain ratings were:

Safe – Requires improvement

Effective – Requires improvement

Caring – Good

Responsive – Requires improvement

Well-led – Inadequate

A warning notice was issued in respect of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance). This stated improvement must be made by 31 December 2018.

On 24 January 2019 we carried out a focused inspection to check that the practice had met the requirements of the warning notices. We found that the required improvements had been made.

We carried out this most recent announced comprehensive inspection at Oldham Family Practice on 9 April 2019 to assess all domains and determine if the required improvements had been made in order for the practice to be taken out of special measures.

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 have rated this practice as good overall and good for all population groups, except Families, children and young people which requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had recruited a number of additional reception and clinical staff which allowed them to organise and deliver services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had a new management team in place and we found the way the practice was now led and managed had resulted in significant improvements and the new partners and management team promoted the delivery of high-quality, person-centre care.

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

- Continue to improve childhood immunisation uptake rates to meet the World Health Organisation (WHO) targets.

Overall summary

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service. We will re-inspect the practice within 12 months to ensure they maintain quality care.

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included GP and practice manager specialist advisors and a second CQC inspector.

Background to Oldham Family Practice

Oldham Family Practice is located on the first floor of the Integrated Care Centre, New Radcliffe Street, Oldham, OL1 1NL. The website address is . There are other GP practices located in the same building.

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 is situated within the Oldham Commissioning Group (CCG) and provides services to 2800 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider was registered with the CQC in April 2013. Oldham Family Practice has three male GP partners at the practice, with one partner working full time at the practice. The three partners also have a second practice.

The practice also employs three salaried GPs (two male and one female) and two practice nurses. The practice is supported by a new business manager, a practice manager, and administrative and support staff.

The practice is open 8am until 6.30pm Monday to Friday.

The age profile of the practice population is broadly in line with the CCG averages. The National General Practice Profile states that 71% of the practice population is from a white British background and 24% from an Asian background. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years below the national average of 79. Female life expectancy is 80 years again below the national average of 83. The practice also has a higher percentage of patients with a long-standing health condition, 65% compared to 51% across England.

There is an out of hours service available by phoning NHS 111. The out of hours provider is Go to Doc Limited.