

New Islington Medical Practice

Quality Report

Ancoats Primary Care Centre
Old Mill Street
Manchester
M4 6EE
Tel: 0161 272 5660
Website: www.nismp.co.uk

Date of inspection visit: 20 February 2018
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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?

Are services caring?

Are services responsive to people's needs?

Are services well-led?

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out a comprehensive inspection as part of our inspection programme at the practice of New Islington Medical Practice on 6 June 2017 which was rated as requires improvement in the safe domain of the report and overall as good. The key questions were rated as:

Safe – requires improvement

Effective – good

Caring – good

Responsive – good

Well led – good

We carried out a focused follow up desk based inspection on 20 February 2018 where we found the practice had

made significant improvements. The full comprehensive report for this inspection can be found by selecting the ‘all reports’ link for New Islington Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 20 February 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 6 June 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

New Islington Medical Practice

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 New Islington Medical Practice

New Islington Medical Practice is the registered provider and provides primary care services to its registered list of 5508 patients. The practice delivers commissioned services under a General Medical Services (GMS) contract and is a member of Manchester Health and Care Clinical Commissioning Group (CCG).

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Ancoats Primary Care Centre
Old Mill Street
Ancoats
Manchester

Lancashire

M4 6EE

The practice has a website that contains comprehensive information about what they do to support their patient population and the in house and online services offered:

www.nismp.co.uk

The practice is situated in an area at number one on the deprivation scale (the lower the number, the higher the deprivation). People living in more deprived areas tend to have greater need for health services.

The male life expectancy for the area is 73 years compared with the CCG average of 73 years and the national average of 79 years. The female life expectancy for the area is 79 years compared with the CCG average of 78 years and the national average of 83 years.

Why we carried out this inspection

We undertook a comprehensive inspection of the practice of New Islington Medical Practice on 6 June 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the safe domain.

We undertook a follow up desk-based focused inspection of the practice of New Islington Medical Practice on 20 February 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

The full comprehensive report following the inspection on 6 June 2017 can be found by selecting the 'all reports' link for New Islington Medical Practice on our website at www.cqc.org.uk.

Are services safe?

Our findings

At our previous inspection on 6 June 2017, we rated the practice as requires improvement for providing safe services as we found the following were not in place :

- The healthcare assistant was adding, amending or removing hospital discharge medicines with no clear clinical checks in place.
- There was no clear structure within the practice for maintaining infection control and staff were developing their own processes.

These arrangements had significantly improved when we undertook a follow up inspection on 20 February 2018. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

The practice had introduced a new policy for adding new medicine into the system. The new policy and new process had been shared with all relevant staff. All new medicines or updated amendments were authorised by a clinician first. These were then shared with the authorised staff to make the suggested amendments by the clinician. Changes were documented within the patient's notes, before a final sign off from a clinician was added.

The practice had developed an infection control policy and introduced new processes, including minor surgery checks. New check lists had been developed with two full infection control audits undertaken in June 2017 and January 2018. The two audits highlighted actions taken and completed by the practice. The practice nurse was the clinical lead and the practice manager the non-clinical lead for the practice. Both leads had attended an infection control workshop in July 2017, provided by Manchester City Council.

Are services effective?

(for example, treatment is effective)

Our findings

Not in report

Are services caring?

Our findings

Not in report

Are services responsive to people's needs? (for example, to feedback?)

Our findings

Not in report

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Not in report