

Dr Richard Clare

Inspection report

The Surgery
12 Derbyshire Road South
Sale
Cheshire
M33 3JP
Tel: 0161 973 3499

Date of inspection visit: 6/9/2019
Date of publication: 26/09/2019

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?

Are services caring?

Are services responsive?

Are services well-led?

Overall summary

We carried out a desk top focused review of Dr Richard Clare following our annual review of the information available to us, including information provided by the practice. Our review indicated that there had been a significant improvement to the quality of care provided in the **Safe domain** which had required improvement since the last inspection on 4 December 2018.

The practice was previously inspected on 4 December 2018 as part of our inspection programme. At that inspection the practice was rated good overall. However, within the key question safe we found that improvements were required to the management of test results, the recording of clinical data, the management of unplanned clinical absence and the approach to significant incidents and complaints.

The desk top review focused on those areas within the key question **SAFE**. The practice has submitted to CQC a range of documents which demonstrate they are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. On review of the information provided by Dr Richard Clare we found the practice to be good in providing safe services.

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.

Overall, the practice continues to be rated as good.

We have rated the safe domain as Good because:

- Care and treatment were being provided in a safe way to patients.
- Test results were now always managed in a timely manner.
- Individual care records, including clinical data, were now written in line with current guidance and relevant legislation.
- The approach to managing unplanned clinical staff absence was safe.
- The approach to managing significant incidents, low-level incidents, formal complaints and verbal complaints was now consistent.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Population group ratings

Older people

People with long-term conditions

Families, children and young people

Working age people (including those recently retired and students)

People whose circumstances may make them vulnerable

People experiencing poor mental health (including people with dementia)

Our inspection team

This was a desk based inspection undertaken by the lead inspector.

Background to Dr Richard Clare

Dr Richard Clare is the registered provider and sole male GP providing services to 5006 patients at the time of the inspection. There is also a part time salaried female GP who undertakes two sessions per week. There are two part-time practice nurses making one whole-time equivalent.

The surgery has good transport links and there is a local pharmacy nearby. They provide primary care services to its registered list of 5006 patients. The practice delivers commissioned services under the Personal Medical Services (PMS) contract and is a member of Trafford Clinical Commissioning Group (CCG).

The PMS 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, surgical procedures, maternity and midwifery services and treatment of disease, disorder and injury.

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

The GPs and nursing staff are supported by one healthcare assistant. The clinical team is supported by a practice manager and administration staff.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the ninth least deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Mastercall via NHS 111.

Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Trafford GP Federation across various hubs in Trafford.