

Chapel Street

Inspection report

Chapel Street
Royton
Oldham
OL2 5QL
Tel: 01616526336

Date of inspection visit: 05 May 2023
Date of publication: 02/06/2023

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Chapel Street, also known as Royton Medical Centre, on 5 May 2023. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - good

Effective – good

Caring - good

Responsive – good

Well-led – good

Following a previous inspection on 7 September 2022, the practice was rated requires improvement.

The ratings for each key question at that time were:

Safe - requires improvement

Effective – good

Caring - good

Responsive – requires improvement

Well-led – inadequate

We issued a requirement notice in respect of a breach of Regulation 12 (Safe care and treatment), and issued a warning notice in respect of a breach of Regulation 17 (Good governance).

We carried out a further inspection on 6 January 2023 to check the progress made with the warning notice. We found that the required improvements had been made.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Chapel Street on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection of all five key questions. We also followed up on the breaches of regulations we found in our previous inspection.

How we carried out the inspection

Overall summary

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

Taking into account the circumstances that arose from the pandemic, and in order to reduce risk, CQC now conduct their inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- conducting interviews with the provider and managers using video conferencing
- completing clinical searches on the practice's patient records system and discussing findings with the provider
- reviewing patient records to identify issues and clarify actions taken by the provider
- requesting evidence from the provider
- a short site visit
- issuing questionnaires to staff.

Our findings

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** in all key questions:

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.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Although we found no breaches of regulations the provider should:

- Work towards improving uptake of cervical screening.
- Monitor patient satisfaction and take action to improve all below average areas of the GP Patient Survey.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Overall summary

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location, and a second CQC inspector.

Background to Chapel Street

Chapel Street, also known as Royton Medical Centre, is located in Oldham at:

Royton Medical Centre

Chapel Street

Royton

Oldham

OL2 5QL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice delivers a General Medical Services (GMS) contract to a patient population of 6143 at the time of inspection. This is part of a contract held with NHS England. The practice is part of the Oldham locality of the Greater Manchester Integrated Care Board.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile out of 10. The lower the decile, the more deprived the practice population is relative to others.

According to the available data, the ethnic make-up of the practice area is 89% White, 9% Asian and 2% Mixed, Black or Other.

There are 2 GP partners who although had oversight of the practice did not have clinical duties at the time of the inspection. There are 2 salaried GPs (1 male and 1 female), and 2 regular locum GPs (1 male and 1 female). There is also a GP who is the management lead, managing and monitoring the required improvements at the practice. There is 1 practice nurse and a healthcare assistant. There is a Registered Manager (who works as a manager in this practice and other practices), an Operations Manager and a business development manager. They are supported by a team of administrative staff.

The practice is located in a new purpose-built building which opened in June 2021. There are 5 GP consulting rooms and 2 nurse treatments rooms, with a reception/waiting area and administrative staff are located on the ground floor. The first floor has a large meeting room and staff kitchen/dining room.

The practice is open from 8am until 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

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 through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays through the Oldham extended access scheme.