

Hattersley Group Practice

Inspection report

Hattersley Health Centre
Hattersley Road East, Hattersley
Hyde
Cheshire
SK14 3EH
Tel: 0161 368 4161
www.hattersleygrouppractice.co.uk

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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

We carried out an announced comprehensive inspection at Hattersley Group Practice on 28 March 2019 as part of our inspection programme.

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.

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 organised and delivered services to meet patients' needs. Patients experience of accessing care and treatment in a timely way was mixed, however the practice had made changes to the telephone and appointment system to help improve patients experience.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

During the inspection we noted some outstanding features for example:

- The practice was creative in their approach to working with patients and the local community to improve people's health and well-being. In October 2018 they set up a health champions programme. They successfully recruited and trained 16 health champions from diverse backgrounds. They had developed a range of activities which ran in the practice and community for example, weekly activity/drop in and tai chi sessions and education events, including mental health awareness hosted by one of the practice GPs. They also worked with a local homeless charity to make and fill 'Bags of Care' with toiletries and other essentials. We were provided with numerous example of how the health champion initiative has had a positive impact on patient's well-being.
- The practice provided young people with better access to mental health service. The practice funded a young people's counselling service to provide drop in sessions at the practice and three local secondary schools.

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

- Continue to monitor patient experience of the appointment and telephone system and review if the changes made have resulted in improved patients experience.

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	Good	
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 a GP specialist advisor and a second CQC inspector.

Background to Hattersley Group Practice

Hattersley Group Practice is located at Hattersley Health Centre, Hattersley Road East, Hattersley, Hyde, Cheshire, SK14 3EH. The surgery has good transport links and there is a pharmacy located nearby.

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

The Surgery is situated within the Tameside and Glossop Commissioning Group (CCG) and provides services to 5500 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. In April 2016 the provider partnered with gtd healthcare (a not for profit private organisation) however, this did not result in the provider having to reregister with CQC. Hattersley Group Practice has two GP partners (one male, one female) and a salaried GP. The practice also employs

three practice nurses, two health care assistants a clinical pharmacist and trainee advanced practitioner. The practice is supported by a part time practice manager and a team of administration/reception staff. Gtd healthcare provide additional support from the central governance, data and human resources team.

The age profile of the practice population is broadly in line with the CCG averages, however the practice has a slightly higher than average number of patients under 18 years (26% compared to 22% CCG average). The National General Practice Profile states that 96% of the practice population is from a white British background. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 74 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, 68% compared to 51% across England.