

The RLC Surgery

Quality Report

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

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused follow-up inspection of The RLC Surgery for one area within the key question safe. We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 16 February 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

- The registered person did not ensure the proper and safe management of medicines.

Following that inspection the practice was rated as good with the following domain ratings:

Safe – Requires improvement

Effective – Good

Caring – Good

Responsive – Good

Well led – Good.

The practice provided us with an action plan detailing how they were going to make the required

improvements. During the inspection on 5 December 2016 the practice showed us evidence which demonstrated they are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

Following this re-inspection, our key findings in the safe domain we inspected were as follows:

- There was a record of the fridge temperature.
- Medicine expiry dates were monitored and recorded.
- A record was kept of vaccine stocks and emergency medicines.
- There was a record of the emergency medicines ordered for the practice.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

Evidence reviewed during the inspection included the following:

- The fridge temperature records.
- The record of the medicine expiry dates.
- Vaccine stocks.
- Emergency medicine checks and order forms.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

Good



Summary of findings

<http://www.cqc.org.uk/location/1-566503816>.

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-562570350>.

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-562570350>.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-562570350>.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-562570350>.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-562570350>.

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 16 February 2016. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/location/1-562570350>.

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any people who use the service.

A comprehensive inspection was undertaken 16 February 2016. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/location/1-562570350>.

The RLC Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence provided during the inspection.

Background to The RLC Surgery

The RLC Surgery is located in Radcliffe, Greater Manchester. The practice is part of the Redbank Medical Group which includes Redbank Group Practice and Mile Lane Surgery. The practice is located in the same building and adjacent to Redbank Group Practice. The RLC and Redbank Group Practice share the same medical, nursing and administrative staff. The practice is located in a large health centre which also houses other GP practices and health care services such as a pharmacy, health visitors and an optician. There is easy access to the building including a lift and disabled facilities are provided. There is free parking next to the practice. There are two male GP partners working at the practice. There is one part time practice nurse and one part time assistant nurse practitioner. A group lead nurse is available for advice, training and guidance across the organisation. There is a full time practice manager and a team of administrative staff.

The practice is open from 8.00 am to 6.00 pm Monday to Friday. Appointment times are from 8.00 am to 12 noon and from 1.00 pm to 6.00 pm Monday to Friday (excluding Wednesday afternoon when the practice is only open for emergency appointments).

The practice is a part of the Extended Working Hours / Prime Ministers Challenge Fund. This means patients can access a designated GP service in the Bury area from 6.30 pm to 8.00 pm on weekdays and from 8.00 am to 6.00 pm at weekends and bank holidays.

Patients requiring a GP outside of normal working hours are advised to call Bury and Rochdale Doctors On Call (BARDOC) using the usual surgery number which will be re-directed to the out-of-hours service.

The practice has an Alternative Provider Medical Services (APMS) contract. The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

There are 2975 patients registered with the practice.

Why we carried out this inspection

We inspected this service as part of our comprehensive inspection programme on 16 February 2016. At this inspection, within the key question safe, medicines management was identified as requires improvement, because the practice was not meeting the legislation at that time; Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

This inspection was a focused follow-up inspection to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

How we carried out this inspection

Following the inspection on 16 February 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 16 February 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

- The registered person did not ensure the proper and safe management of medicines.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the overview of safety systems and processes since the last inspection.

We saw evidence that showed the practice had procedures in place for monitoring and managing medicines safely.

- A daily record was kept of the fridge temperature.
- There was a record of the medicine expiry dates.
- A record was kept of the vaccine stocks and they were monitored for their use.
- Emergency medicine checks and order forms were in place.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at <http://www.cqc.org.uk/location/1-562570350>.

Are services caring?

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at <http://www.cqc.org.uk/location/1-562570350>.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at <http://www.cqc.org.uk/location/1-562570350>.

Are services well-led?

Good 

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

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/location/1-562570350>.