

The Royton and Crompton Family Practice

Inspection report

Royton Health Wellbeing Centre
Oldham
OL2 6QW

Tel: 01613572315

www.roytonandcromptonfamilypractice.co.uk

Date of inspection visit: 26/9/2022

Date of publication: 03/11/2022

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 and site visit at The Royton and Crompton Family Practice on 26 September 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The practice was also rated Good at our previous inspection on 16 March 2016.

The full reports for previous inspections can be found by selecting the 'all reports' link for Royton and Crompton Family Practice on our website at www.cqc.org.uk

Why we carried out this inspection/review

This was a comprehensive inspection undertaken as part of our comprehensive inspection programme because the practice had moved premises and this was a new registration.

How we carried out the inspection/review

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.

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 staff interviews 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
- Feedback from staff using questionnaires
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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.

We found that:

- The practice cared for patients in a way that kept them safe and protected them from avoidable harm, this included safeguarding and management of risk.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

The practice should:

- Put in place the new processes and audit system it has planned to monitor high risk medicines and identify patients who are overdue monitoring checks and call them in for the appropriate tests. In addition they should implement the new drug monitoring policy it has developed to help encourage patients to attend for monitoring checks.
- Check the records of patients with potential missed diagnoses of diabetes to correct any coding issues and ensure that all required referrals (such as eye screening) are made.
- Provide emergency steroid cards to patients prescribed more than 3 courses of oral steroids in the last 12 months.
- Catch up on the backlog of medication reviews and ensure that medication reviews are being done at least annually.

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

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

Our inspection team

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

Background to The Royton and Crompton Family Practice

The Royton and Crompton Family Practice is located in Oldham, Greater Manchester at:

Royton Health and Wellbeing Centre

Park Street

Royton

Oldham

OL2 6QW

Telephone: 0161 357 2315

<https://www.roytonandcromptonpractice.co.uk/>

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

The practice is situated within the Oldham Integrated Care Partnership Operating model and delivers General Medical Services (GMS) to a patient population of just over 22,000 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Oldham area involving one other GP practice.

Information published by Public Health England shows that deprivation within the practice population group is in mid decile at number six. The higher the decile, the least deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96% white British, and 4% other. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four GP partners and a long term locum who provides cover at the practice. The partners are supported by eight salaried GPs. There is a large nursing team made up of nursing practitioners, practice nurses, health practitioners and health care assistants. The practice is also involved in the education and training of the junior doctors and medical students. All students work under the close guidance of the GP team.

The GPs are supported at the practice by a large team of reception/administration staff. There are also two practice managers with oversight of the day to day running of the practice and a large number of team leaders who support them.

The practice is open between 7.30am-7pm Monday-Thursday and 7.30am-6.30pm on Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by a newly formed Hub where late evening and weekend appointments are available. Out of hours services are provided by Go to Doc.