

Dr Pal & Partners

Inspection report

Royton Health Wellbeing Centre
Park Street, Royton
Oldham
Lancashire
OL2 6QW
Tel: 01613624004
www.theparksmedicalpractice.nhs.uk

Date of inspection visit: 29 November 2019
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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

On 2 April 2019 we carried out a full comprehensive inspection of Dr Pal & Partners. We inspected the main surgery at Royton Health Wellbeing Centre and also inspected the branch surgery at 164 Trent Road, Shaw, Oldham, OL2 7QR.

The practice was previously given an overall rating of inadequate with the following key question ratings:

Safe – inadequate

Effective – requires improvement

Caring – good

Responsive – requires improvement

Well-led – inadequate.

The practice was placed into special measures and warning notices were issued in respect of Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment) and Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance).

On 10 July 2019 we carried out a follow-up inspection to check the requirements of the warning notices had been met. We found that improvements had been made in all the required areas.

This inspection was carried out on 29 November 2019. We inspected the main surgery at Royton Health Wellbeing Centre and also inspected the branch surgery at 164 Trent Road, Shaw, Oldham, OL2 7QR.

This was a full follow up inspection carried out six months after the report placing the practice into special measures was published. At this inspection we found that improvements had been made under each of the key questions and all the requirements of the warning notices had been sustained.

We have rated this practice as good overall and good for all population groups except people with long-term conditions, which was rated requires improvement.

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.

At this inspection we found that:

- Safeguarding procedures had improved with coding and registers being used appropriately.
- There was a new system for safely managing and assessing the needs for home visits.
- Non-clinical staff had been trained in identifying deteriorating or acutely unwell patients' suffering from potential illness.
- Patient specific directions were used appropriately.
- The emergency medicine kits were checked to make sure relevant medicines were included.
- An audit plan was in place and this was regularly discussed with staff.
- Patient safety alerts were being appropriately actioned.
- All staff had been trained in General Data Protection Regulations (GDPR) and were aware of when records should be accessed.
- There was a new system for the monitoring and obtaining of consent.

In addition:

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

- Implement a system to evidence high risk medicine reviews took place at the required intervals.
- Monitor the prescribing of NSAIDs and Hypnotics with a view to reducing prescribing.
- Raise the awareness of the practice mission statement and the business continuity plan with non-clinical staff.

Overall summary

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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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	Requires improvement 
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 practice manager advisor.

Background to Dr Pal & Partners

Dr Pal & Partners (also known as The Parks Medical Practice) has GP practice surgeries on two sites. There is a main surgery in Royton and a branch surgery in Shaw.

The practice addresses are:

- Royton Health and Wellbeing Centre, Park Street, Royton, Oldham, OL2 6QW, and
- High Crompton Surgery, 164 Trent Road, Shaw, Oldham, OL2 7QR.

The practice is registered to carry out the regulated activities:

- Diagnostic and screening procedures.
- Family planning.
- Maternity and midwifery services.
- Treatment of disease, disorder or injury.

Royton Health and Wellbeing Centre is a large modern building where another GP practice and other health services are also located. High Crompton Surgery (the branch surgery) is located in a row of terraced shops.

Since our April 2019 inspection one of the GP partners, who was also the registered manager, has retired. There is currently a male and a female GP partner working at the practice. There is also a practice nurse and a healthcare assistant. There is a practice manager, business manager, and administrative and reception staff.

There are 5978 patients registered with the practice, and patients can book appointments at the surgery of their choice. The practice has a Primary Medical Services (PMS) contract and is a member of Oldham NHS Clinical Commissioning Group. The practice has a website that contains comprehensive information about what they do to support their patient population and the in house and online services offered.

The practice is situated in an area at number six on the deprivation scale (the lower the number, the higher the deprivation). People living in more deprived areas tend to have greater need for health services.

When the practice is closed out of hours services are provided by Go To Doc Limited, via NHS111.