

# Firdale Medical Centre

## Inspection report

Firdale Road  
Northwich  
Cheshire  
CW8 4AZ  
Tel: 01606 544300  
www.firdalemedicalcentre.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?

Requires improvement 

Are services well-led?

Good 

# Overall summary

At the previous inspection of Firdale Medical Centre on 30 June 2015 the practice was rated as outstanding for providing responsive and well-led services and an overall rating of outstanding was given.

We carried out this announced comprehensive inspection at Firdale Medical Centre on 12 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 population groups in the effective domain.**

**We have rated this practice and the population groups as requires improvement for providing responsive services because:**

- The National GP Patient Survey indicated that patient satisfaction was below the England average for getting through to the practice by telephone and below the CCG and England averages for experience of making an appointment and satisfaction with opening times. The provider had not taken action to demonstrate that patient satisfaction with access had improved.

We rated the practice as good for providing safe, effective, caring and well-led services.

We found that:

- There were clear systems and processes in place to ensure appropriate standards of hygiene and cleanliness were met and that the premises and equipment were safe.
- Staff knew how to report safety incidents and they were confident they would be acted upon.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff were provided with the training and support required for their roles.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice monitored patient access to services. They adjusted access to ensure that it met the needs of patients.
- The practice organised and delivered services to meet the needs of patients.
- There was a system in place for investigating and responding to patient feedback.
- There was a focus on continuous learning and improvement at all levels of the organisation.

The area where the provider **must** make improvements are:

- Ensure that patients' experiences of accessing services are monitored to make sure that improvements have been made.

The areas where the provider **should** make improvements are:

- Continue to ensure staff have the information they need about safeguarding concerns when booking appointments for patients.
- Monitor the revised procedures for the management of uncollected prescriptions and the security of prescriptions.
- Record all significant events on one record to enable patterns and trends and progress to be more easily identified.
- Put in place a spreadsheet to monitor safety alerts.
- Information about support groups to be made available on the practice website.
- The remit for referrals to the self-employed counsellors to be documented.
- A written agreement between the counsellor, practice and patient to clearly identify what information is to be recorded, where it is to be stored and who has access to this information.
- Ensure there is an effective system for managing verbal complaints.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a second CQC inspector.

## Background to Firdale Medical Centre

Firdale Medical Centre is situated in Northwich Cheshire. The practice has a car park and can be accessed by a local bus service. A pharmacy is located nearby.

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

Firdale Medical Centre is situated within the Vale Royal Clinical Commissioning Group (CCG) and provides services to 9,048 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

At this practice there are four GP partners and one salaried GP. There is a lead practice nurse and two practice nurses. Clinicians are supported by a practice

manager and reception and administration staff. The practice also has a contract with two self-employed counsellors to provide a counselling service to its patients. The practice is a training practice for GP registrars (a registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice), medical students and nurses.

The National General Practice Profile states that 98% of the practice population is from a white background. The majority of patients who use the service fall within the 30 – 60 age group. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.