

Dr Counsell and Partners

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 desk top review of evidence supplied by Dr Counsell & Partners 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 10 November 2015. 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 because the practice was not meeting the legislation at that time.

Regulation 19 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed:

- The provider did not carry out a risk assessment in relation to the need to (or not to) conduct DBS checks on non clinical staff. The provider did not assess the different responsibilities and activities of staff to determine if they were eligible for a DBS check. Where the decision is made not to carry out a DBS check on staff, the provider should be able to give a clear rationale as to why.

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting the requirements of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 practises in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted included an updated recruitment policy, recruitment checklist and a list of all staff employed showing evidence of DBS checks that had been undertaken.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 10 November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-587458676>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 10 November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-587458676>

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 10 November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-587458676>

Good



Are services well-led?

The practice is rated as good for being well led.

This rating was given following the comprehensive inspection 10 November 2015. A copy of the full report following this inspection is available on our website:

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Good



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 10 November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-587458676>

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 10 November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-587458676>

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 10 November 2015. A copy of the full report following this inspection is available on our website:

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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 10 November 2015. A copy of the full report following this inspection is available on our website:

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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.

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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 10 November 2015. A copy of the full report following this inspection is available on our website:

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Good



Summary of findings

What people who use the service say

As part of this desk top inspection we did not speak to any patients who use the service.

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<http://www.cqc.org.uk/location/1-587458676>

Dr Counsell and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Dr Counsell and Partners

Dr Counsell and Partners provide primary medical services in Bolton near Manchester from Monday to Friday.

The practice is open between 8am and 6.30pm Monday to Friday. The first appointment of the day with a GP is 8.15am and the last appointment with a GP is 5.40pm. Same day urgent appointments and home visits are available each day.

The practice of Dr Counsell and Partners is situated within the geographical area of Bolton Clinical Commissioning Group (CCG).

The practice has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Dr Counsell and Partners are responsible for providing care to approximately 8300 patients.

The practice consists of two GP partners, one male and one female, four practice nurses and two practice pharmacists. The clinical team is supported by a practice manager and a support team of administration staff and receptionists.

When the practice is closed patients are directed to the out of hour's service.

The practice is part of a group of practices who offer appointments to a GP and practice nurse seven days a week

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 10 November 2015. At this inspection, within the key question safe, recruitment checks was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

This inspection was a focussed desk top review 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 2014.

How we carried out this inspection

Following the inspection on 10 November 2015 the practice supplied an action plan telling us how they would ensure they meet the requirements of Regulation 19: Fit and proper persons employed: Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 recruitment checks.

Detailed findings

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 10 November 2015. 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, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time;

Regulation 19 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

- Not all appropriate recruitment checks had been undertaken prior to employment. For example, not all

staff had proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service.

- Not all members of staff acting as chaperones had received a DBS check or had received appropriate training.

At this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 19: Fit and proper persons employed: Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We saw evidence that the practice had undertaken appropriate recruitment procedures for all new employees.
- Appropriate training and Disclosure and Barring Service (DBS) checks were in place for all staff who carried out chaperone duties.

Are services effective?

(for example, treatment is effective)

Our findings

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

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Are services caring?

Our findings

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

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Are services responsive to people's needs?

(for example, to feedback?)

Our findings

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

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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 desk top review of the safety systems and processes within the key question safe. We did not review this key question

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