

Healey Surgery

Quality Report

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Rochdale
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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 Healey 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 20 October 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, areas were identified as requiring improvement because the practice was not meeting the legislation at that time:

Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

- The provider was not operating within its own repeat prescribing policy and procedure or good practice guidance when taking repeat prescription requests over the telephone or issuing repeat prescriptions.

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

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

improvements. During the inspection on 7 December 2016 the practice showed us evidence which demonstrated they are now meeting the requirements of Regulation 12 and 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.

On this inspection we reviewed 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 we reviewed included an updated repeat prescribing policy and procedure, recruitment policies and procedures, staff personal files and training files.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571498797>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

Good



Are services well-led?

The practice is rated as good for being well led.

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

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

<http://www.cqc.org.uk/location/1-571498797>

Good



Summary of findings

What people who use the service say

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

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571498797>

Healey Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Healey Surgery

Healey Surgery provides primary medical services in Rochdale from Monday to Friday. The practice is open between 8.30am and 6.30pm. The first appointment of the day with a GP is 9:00am and the last appointment with a GP is 5:00pm. Extended hours are offered on Monday evenings the last appointment is at 7:30pm.

Healey Surgery is situated within the geographical area of Heywood, Middleton and Rochdale 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.

Healey Surgery is responsible for providing care to 7964 patients.

The practice is a training practice, accredited by the North Western Deanery of Postgraduate Medical Education and has three GP trainers and appraisers.

The practice consists of four GP partners, one of whom is female, one practice nurse and one long term locum practice nurse, health care assistant and phlebotomist. The practice is supported by a practice manager, office manager and a team including administration and receptionists. The practice is in the process of recruiting another GP partner.

When the practice is closed patients are directed to the out of hour's service provided by Bury and Rochdale Doctors (BARDOC).

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 20 October 2015. At this inspection, within the key question safe, staffing was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

This inspection was a planned focused 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 2014.

How we carried out this inspection

Following the inspection on 20 October 2015 the practice supplied an action plan telling us how they would ensure they meet the requirements of Regulations 12: Safe care and treatment and Regulation 19: Fit and proper persons employed: Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out an announced visit on 7 December 2016. A CQC inspector reviewed and analysed the evidence provided by the practice 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 20 October 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 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

- The provider was not operating within its own repeat prescribing policy and procedure or good practice guidance when taking repeat prescription requests over the telephone or issuing repeat prescriptions.

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.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 : Safe care and treatment and Regulation 19: Fit and proper persons employed: Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We saw evidence that the practice had updated its repeat prescribing policy and no longer took repeat prescription requests over the telephone. We saw that the practice was now operating within this updated policy.
- 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 inspection of the overview 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/1-571498797>

Are services caring?

Our findings

Please note this is a focused inspection of the overview 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/1-571498797>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview 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

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

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