

# Failsworth Group Practice

## Quality Report

Failsworth District Centre  
Ashton Road West  
Failsworth  
Manchester  
M35 0AD

Tel: 0161 682 6297

Website: [www.failsworthgrouppractice.nhs.uk](http://www.failsworthgrouppractice.nhs.uk)

Date of inspection visit: 20/03/2018

Date of publication: 23/04/2018

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?

# Key findings

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## Letter from the Chief Inspector of General Practice

We first carried out an announced comprehensive inspection at Failsworth Group Practice on 8 December 2015. Following this inspection the practice was rated inadequate and placed in special measures.

We carried out a further full comprehensive inspection on 9 August 2016 to check the required improvements had taken place. Overall the practice was rated as good following the August 2016 inspection. The domain of safe was rated as requires improvement as improvement was required regarding recruitment procedures. The previous inspection reports can be found by accessing the 'all reports' link for Failsworth Group Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 20 March 2018. This inspection was to check the areas where the provider must or should make improvements had been actioned. At this inspection we found:

- All the required checks were carried out prior to new staff being employed.
- Clinical audits were discussed with all appropriate staff in meetings. A summary of audits including actions that were required was also kept.
- The process for recording significant events had been reviewed and all staff had attended a workshop to discuss the process.

The practice is now rated good in the safe domain.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Failsworth Group Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC lead inspector carried out this inspection.

## Background to Failsworth Group Practice

Failsworth Group Practice is located on the first floor of a modern building on a retail park in Failsworth. There are two other GP practices located in the same building. The practice is fully accessible to those with mobility difficulties. There is a car park next to the building entrance.

There are five GP partners, three female and two male. There are also locum GPs, a nurse practitioner, practice nurses and two healthcare assistants. There is a practice manager and assistant practice manager, and several reception and administrative staff.

The practice is open from 7am until 6.30pm Monday to Friday. Appointments are from 7am until 6.10pm Monday to Friday.

There are slightly more patients than average in the 45-54 age group and in the 70-79 age group, and slightly lower than average numbers in the 29-35 age group. The practice is in the fourth most deprived decile. Life expectancy is in line with the CCG average and slightly below national average.

The practice is a member of NHS Oldham Clinical Commissioning Group (CCG). It has a Personal Medical Service (PMS) contract with NHS England. At the time of our inspection 12,896 patients were registered.

The practice has opted out of providing out-of-hours services to their patients. This service is provided by a registered out of hours provider, Go to Doc Ltd.

# Are services safe?

## Our findings

We did not inspect the safe domain in full at this inspection. We inspected only those aspects where a breach of regulation had been identified and where improvements should be made.

**At our previous inspection on 9 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements for recruiting new staff were not adequate. In addition, we identified that all clinicians should be aware of how significant events were recorded.**

**These arrangements had improved when we undertook the follow up inspection on 20 March 2018. The practice is now rated as good for providing safe services.**

### Safety systems and processes

- We looked at a selection of personnel files for staff who had been employed since our previous inspection. We saw that a recruitment checklist was in place to ensure all relevant checks had been completed. New staff were asked for their employment history and where appropriate the reasons they left previous jobs were recorded. Interview notes were kept, and evidence of identity was held.

### Lessons learned and improvements made

- The practice had created a learning card detailing how significant events should be recorded. In addition staff had attended a workshop on 19 February 2018 to discuss the process of significant event reporting. We saw that significant events was a standing agenda item in meetings. A log of significant events was kept so all staff were aware of actions taken and improvements made.

# Are services effective?

(for example, treatment is effective)

## Our findings

We did not inspect the effective domain in full at this inspection. We inspected only those aspects where improvements should be made.

**At our previous inspection on 9 August 2016, we rated the practice as good for providing effective services, but identified that clinical audits should be shared with relevant staff for learning purposes.**

**These arrangements had improved when we undertook the follow-up inspection on 20 March 2018.**

### **Monitoring care and treatment**

- The practice had a summary of all clinical audits completed so they were available to all staff, particularly clinicians. We saw that audits and the actions required following audits were discussed in meetings, and minutes were kept so these could be referred to.