

Ramsbottom Medical Practice

Quality Report

Ramsbottom Health Centre
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Website:

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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 inspection of Ramsbottom Medical Practice on the 09 November 2016 in one area within the key question safe. The evidence was reviewed at Ramsbottom Medical Practice.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 21 May 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall but requires improvement for providing safe services.

At the inspection on 09 November 2016 we found that the required improvements had been made.

During the inspection we reviewed a range of documents which now demonstrate they have made the required improvements.

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?

Good



The practice is rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

We reviewed documents submitted that included evidence that a robust recruitment procedure was in place and all staff had received a disclosure and barring service (DBS) check. The practice was also able to demonstrate that emergency medicines were being routinely checked and that this check was being documented.

Are services effective?

Good



The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 21 May 2015. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Good



The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 21 May 2015. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

Good



The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good



The practice is rated as good for being well-led. This rating was given following the comprehensive inspection 21 May 2015 but at that time there were areas identified where the provider should make improvements.

We found evidence that positive action had been taken to further strengthen this area that included evidence that policies and procedures were being reviewed and kept up to date.

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 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 21 May 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

What people who use the service say

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

A comprehensive inspection was undertaken 21 May 2015.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Ramsbottom Medical Practice

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 Ramsbottom Medical Practice

Ramsbottom Medical Practice is located in Bury and is near to Manchester city centre. The address of the practice is 3 Douglas Green, Salford, M6 6ES. The practice is part of the Lower Broughton 3 organisation and patients are able to use either surgery.

The practice provide a wide range of NHS services under a Primary Medical Services contract with a list size which has increased over a number of years from 2,500 to 8,500 patients. These include family and maternity services, a full contraceptive service, clinics to manage long term conditions, access to a weekly drug addiction service and some minor surgery procedures. Patients can arrange appointments or order prescriptions in person, by phone or via the web, and are encouraged to provide feedback on the services offered. Appointments can be booked in advance or on the same day and telephone consultations with a GP or the ANP are available if requested.

The building is open between the hours of 8am and 6pm from Monday to Friday and is closed at weekends. The phone lines for the practice close between 12.30pm and 2pm each day and an answer message provides emergency contact numbers. There are a minimum of six surgery

sessions each day and surgery hours are 9am till 12.30pm and 3pm until 5.30pm daily. When the practice is closed an out of hours service is available and patients can access the Walk In Centre at evenings and weekends.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 21 May 2015. At this inspection, within the key question safe, the inspection had identified improvements that the practice should make.

This inspection was a planned focused inspection to check whether the provider had taken the required action by the current 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 21 May 2015 the practice supplied an action plan with appropriate timescales telling us how they would ensure they made the relevant improvements.

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 the 'safe' domain.

Detailed findings

We carried out an announced visit on 09 November 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 21 May 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, there were issues identified that the practice should make improvements on.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

- The practice had ensured that all staff were Disclosure and Barring Service (DBS) checked when starting employment. As part of the inspection we checked one staff file of a newly recruited member of the team. We found that all relevant recruitment information was in place and the staff member had received a DBS check.
- We were provided with evidence that there was now a robust system in place for checking medical emergency drugs were in date and sufficient quantities were available at all times.

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/search/services/doctors-gps>

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 website <http://www.cqc.org.uk/search/services/doctors-gps>

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 <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Leadership and culture

The practice was previously inspected on 21 May 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 well-led, there were issues identified that the practice should make improvements on.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to leadership and culture since the last inspection.

- The practice provided us with minutes of meetings to show that significant events were being routinely discussed at partner meetings and that these discussions were disseminated to the rest of the team.
- While there were still some practice policies that were due to be reviewed, the practice informed us that there was an employee who had the responsibility to review and update the practice policies and was currently working through them to ensure they were all up to date.

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/search/services/doctors-gps>