

Radcliffe Medical Practice

Quality Report

Primary Care Centre
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Date of inspection visit: 24 November 2016
Date of publication: 22/12/2016

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 Radcliffe Medical Practice for two areas within the key question safe.

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

The practice was previously inspected on 2 February 2016. 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, two areas were identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment

- The registered person did not carry out an annual infection control audit of the premises with appropriate frequency to maintain standards of hygiene appropriate for the purpose for which they are being used.

Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed

- The registered person did not have effective recruitment and selection procedures to ensure fit and proper persons are employed.

During the inspection on 24 November 2016 the practice showed us evidence which demonstrated they are now meeting the requirements of Regulation 15 and 19 HSCA (RA) 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 time scales the practice supplied documentary evidence to demonstrate how they had improved their practices in relation to the safe management infection control and the selection and recruitment of new staff.

Evidence reviewed included a copy of the infection control audit and plan for future audits, along with documentation to support the selection and recruitment of new staff.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

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 2 February 2016. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-562570350>.

Good



Summary of findings

What people who use the service say

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

A comprehensive inspection was undertaken 2 February 2016. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/location/1-562570350>.

Areas for improvement

Radcliffe Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence provided.

Background to Radcliffe Medical Practice

Radcliffe Medical Practice is located in Radcliffe, Greater Manchester. The practice is located in a large health centre which also houses other GP practices and health care services such as a pharmacy, health visitors and an optician. There is easy access to the building including a lift

and disabled facilities are provided. There is free parking next to the practice. There are six GPs working at the practice. Three GPs are partners, all male and three GPs are salaried, all female. There are two part time practice nurses and one health care assistant (all female). There is a full time practice manager and a team of administrative staff.

The practice opening times are Monday to Friday 8.00 am to 6.00 pm. The practice appointment times are:

Monday: 8.20 am to 12 noon and 14.30 pm to 5.10 pm

Tuesday: 8.20 am to 12 noon and 2.00 pm to 5.30 pm

Wednesday: 8.20 am to 12 noon and 2 pm to 5.30 pm

Thursday: 8.30 am to 1.30 pm and 2.30 pm to 5.30 pm

Friday: 8.30 am to 11.30 am and 1.30 pm to 5.30 pm

The practice is a part of the Extended Working Hours / Prime Ministers Challenge Fund. This means patients can access a designated GP service in the Bury area from 8.00 am to 8.00 pm on weekdays and 8.00 am to 6.00 pm at

weekends and bank holidays. Patients requiring a GP outside of normal working hours are advised to call Bury and Rochdale Doctors On Call (BARDOC) using the usual surgery number and the call will be re-directed to the out-of-hours service.

The practice is a GP teaching and training practice (Teaching practices take medical students and training practices have GP trainees and First Year doctors).

There are 8455 patients on the practice list. The majority of patients are white British with a high number of elderly patients and patients with chronic disease prevalence. There is a smaller Pakistani population group.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 2 February 2016. At this inspection, within the key question safe, medicines management was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 15 and 19 HSCA (RA) Regulations 2014.

This inspection was a planned focused 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 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

How we carried out this inspection

Following the inspection on 2 February 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 15 and 19 HSCA (RA) 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 medicines management

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 2 February 2016. 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, as the practice was not meeting the legislation at that time:

Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment

- The registered person did not carry out an annual infection control audit of the premises with appropriate frequency to maintain standards of hygiene appropriate for the purpose for which they are being used.

Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed

- The registered person did not have effective recruitment and selection procedures to ensure fit and proper persons are employed.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the overview of safety systems and processes since the last inspection. We saw evidence that showed the practice had procedures in place for the effective selection and recruitment of staff and the monitoring and managing of infection control:

- No staff had been recruited at the practice since the inspection on 2 February 2016. However, there was a practice recruitment and selection procedure along with documentation to request staff references and record interview notes.
- An infection control audit had taken place on 7 June 2016. This was signed and dated by the practice nurse and information governance lead member of staff to verify its completion.
- Documentation was in place to record details of any issues of concern and the potential risk they presented.
- The practice nurse was due to attend further infection control training on 30 November 2016.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.

Are services caring?

Our findings

Please note this is a focused follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.

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 follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.