

The Dale Medical Practice

Quality Report

2nd Floor, Nye Bevan House

Rochdale

OL11 1DN

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Website: www.thedalemedicalpractice.co.uk

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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 responsive to people's needs?

Good



Summary of findings

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Letter from the Chief Inspector of General Practice

We carried out a comprehensive inspection as part of our inspection programme at The Dale Medical Practice on 11 April 2017 which was rated as good overall, however the key question responsive was rated as requires improvement.

The full comprehensive report for this inspection can be found by selecting the 'all reports' link for The Dale Medical Practice on our website at www.cqc.org.uk.

This inspection was a focused desk top inspection carried out on 18 December 2017 to confirm that the practice had carried out their plan to meet the requirements in relation to those identified in our previous inspection on 11 April 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good with the key question responsive now rated as good.

Our key findings were as follows.

- The practice had installed a new telephone system which had reduced the time patients were kept on hold.
- The reception staffing structure had been changed to ensure there were sufficient staffing levels at peak times.
- The practice increased their core opening hours to 8am to 6.30pm and no longer closed on Wednesday afternoons.
- The practice receptionists had been trained to triage and signpost patients more effectively to the most appropriate service.
- The practice had carried out their own patient survey which had shown an improvement in patient satisfaction.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

The Dale Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to The Dale Medical Practice

The Dale Medical Practice, 2nd Floor, Nye Bevan House, OL11 1DN is located in Rochdale, Greater Manchester and provides general medical services to patients within the Heywood, Middleton and Rochdale Clinical Commissioning Group area.

The practice website is www.thedalemedicalpractice.co.uk.

The practice is responsible for providing treatment to 2450 registered patients and offers direct enhanced services that include meningitis provision, the childhood vaccination and immunisation scheme, extended hours access, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, learning disabilities, minor surgery, patient participation, rotavirus and shingles immunisation and unplanned admissions.

Information taken from Public Health England placed the area in which the practice is located as first on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

How we carried out this inspection

We undertook a comprehensive inspection of The Dale Medical Centre on 11 April 2017 as part of our inspection programme. The practice was rated as good overall with the key question responsive rated as requires improvement. The full comprehensive report following the inspection in April 2017 can be found by selecting the 'all reports' link for The Dale Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up desk based focused inspection of The Dale Medical Practice on 18 December 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting requirements.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 11 April 2017, we rated the practice as requires improvement for providing responsive services as the arrangements in respect of recording, investigating and learning from complaints needed improving.

These arrangements had significantly improved when we undertook a follow up desk based focused inspection on 18 December 2017. The practice is now rated as good for providing responsive services.

- The practice had installed a new telephone system which had reduced the time patients were kept on hold.
- The reception staffing structure had been changed to ensure there were sufficient staffing levels at peak times.
- The practice increased their core opening hours to 8am until 6.30pm and no longer closed on Wednesday afternoons.
- The practice worked with Rochdale Health Alliance to deliver the CorePlus programme. This meant that the practice receptionists had been trained to triage and signpost patients more effectively to the most appropriate service. External services had been developed as part of this programme.
- The practice had carried out their own patient survey which had shown an improvement in patient satisfaction.
- The practice was regularly monitoring the appointment system to ensure there were sufficient levels and variety of appointments available.
- Patients were actively encouraged to utilise the online facility to book appointments.