

# The Dunstan Partnership

## Inspection report

Brightmet Health Centre,  
Brightmet Fold Lane, Brightmet,  
Bolton  
BL2 6NT  
Tel: 01204463777  
www.thedunstanpartnership.co.uk

Date of inspection visit: 11 July 2022  
Date of publication: 15/08/2022

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 location	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	

# Overall summary

We carried out an announced inspection at The Dunstan Partnership on 11 July 2022. Overall, the practice is rated as good, with the following key question ratings:

Safe - Good

Effective - Good

Caring - Good (rating awarded at the inspection 13 November 2018).

Responsive - Good (rating awarded at the inspection 13 November 2018).

Well-led - Good

Our previous inspection was on 13 November 2018, and the practice had been rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Dunstan Partnership on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach. This inspection was a focused inspection looking at the key questions Safe, Effective and Well-led.

## How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- Gaining feedback from staff by using staff questionnaires.
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

## **We have rated this practice as Good overall and as good in all key questions**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Although there were no breaches of regulation, the provider **should**:

- Code the parents or family members of children on the safeguarding register.
- Routinely request a full employment history of new staff, checking the reasons for gaps in employment.
- Review Patient Group Directions (PGDs) to ensure clinicians are correctly authorised to administer medicines.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor/ who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to The Dunstan Partnership

The Dunstan Partnership is located at:

Brightmet Health Centre

Brightmet Fold Lane

Bolton

BL2 6NT

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice delivers a General Medical Services (GMS) to a patient population of 10,390 at the time of inspection. This is part of a contract held with NHS England. The practice is part of NHS Greater Manchester Integrated Care and also in the Brightmet and Little Lever Primary Care Network (PCN). The practice is part of the Greater Manchester Integrated Care Systems (ICS).

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 93% White, 4% Asian and 3% Black, Mixed and Other.

There is a team of five GP partners, two salaried GPs, three advanced nurse practitioners, three practice nurses and two healthcare assistants. There is a practice business manager and a practice manager. They are supported by a team of administration coordinators and administrators.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The out of hours provider is Bury and Rochdale Doctors on Call (BARDOC).

The practice is a training practice.