

# Mount Road Surgery

## Quality Report

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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



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Mount Road Surgery on 23 June 2016. The overall rating for the practice was good, with a requires improvement rating for the key question of safe and we issued a requirement notice for breaches of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Fit and proper Persons employed). The full comprehensive report on the June 2016 inspection can be found by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 24 October 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach identified in the requirement notice.

Overall the practice is now rated as good, with the previous rating of requires improvement for the key question of safe updated to a rating of good.

Our key findings were as follows:

- All clinical staff and those who carried out chaperone duties had DBS checks in place, and the practice's recruitment policy had been updated to reflect this was part of its recruitment procedure (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- Staff had annual appraisals to support them in performing their duties.

**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?**

At our previous inspection on 23 June 2016, we rated the practice as requires improvement for providing safe services as the policy for recruiting staff did not operate effectively, and staff who saw patients alone or acted as chaperones for patients had not undergone a Disclosure and Barring Service (DBS) check to ensure their suitability for the role.

These arrangements had improved when we undertook a follow up inspection on 24 October 2017. The practice is now rated as good for providing safe services.

- All clinical staff and those who carried out chaperone duties had DBS checks in place, and the practice's recruitment policy had been updated to reflect this was part of its recruitment procedure.
- We saw evidence that staff had annual appraisals to support them in performing their duties.

**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 provider had resolved the concerns for safety identified at our inspection on 23 June 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found in our original report which can be accessed by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 23 June 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found in our original report which can be accessed by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 23 June 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found in our original report which can be accessed by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 23 June 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found in our original report which can be accessed by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Summary of findings

## **People whose circumstances may make them vulnerable**

The provider had resolved the concerns for safety identified at our inspection on 23 June 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found in our original report which can be accessed by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## **People experiencing poor mental health (including people with dementia)**

The provider had resolved the concerns for safety identified at our inspection on 23 June 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found in our original report which can be accessed by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Mount Road Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A desk based review of evidence submitted by the provider was carried out by a CQC lead inspector.

## Background to Mount Road Surgery

Mount Road Surgery is based in the culturally diverse area of Gorton, Manchester. It is part of the NHS Manchester Clinical Commissioning Group (CCG) and has 7650 patients. The practice provides services under a General Medical Services contract, with NHS England.

Information published by Public Health England rates the level of deprivation within the practice population group as level one on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest. Male and female life expectancy in the practice geographical area is 74 years for males and 79 years for females, both of which are below the England average of 79 years and 83 years respectively. There is a higher proportion of patients under 18 years of age (30.74%) than the practice average across England (20.7%). The practice has a lower proportion of patients over 65 years of age (7.5%) than the practice average across England (17.2%).

Services are provided from a purpose built building with disabled access and on street parking. The practice has a number of consulting and treatment rooms used by the GPs and nursing staff as well as visiting professionals such as health visitors.

The service is led by four GP partners, two nurses, two healthcare assistants, and the practice manager. The team

is supported by an administration team including a number of reception/administrative staff who also cover other duties such as dealing with samples and drafting prescriptions.

The practice is open from 8am to 6:30pm Monday to Friday. The surgery is closed for one hour at lunchtime. The practice is also a part of a federation of GP practices who cover a number of practices in the area between 6pm and 8pm, Monday to Friday, as well as on Saturday and Sunday mornings. Patients are able to attend appointments at a small number of local health centres as part of this arrangement. Out of hours cover is provided by the NHS 111 service and Go to Doc.

## Why we carried out this inspection

We undertook a comprehensive inspection of Mount Road Surgery on 23 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, with a rating of requires improvement for the key question of safe. We issued the provider with a requirement notice for a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance). The full comprehensive report following the inspection on 23 June 2016 can be found by selecting the 'all reports' link for Mount Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based focused inspection of Mount Road Surgery on 24 October 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 had addressed the concerns identified in the requirement notices.

# Detailed findings

## How we carried out this inspection

We carried out a desk-based focused inspection of Mount Road Surgery on 24 October 2017. This involved reviewing evidence that:

- Relevant staff who acted as chaperones had received appropriate checks through the Disclosure and Barring Service, and the recruitment policy updated to reflect these checks being undertaken as part of the employment process.
- Staff appraisals had been completed.

# Are services safe?

## Our findings

At our previous inspection on 23 June 2016, we rated the practice as requires improvement for providing safe services as the policy for recruiting staff did not operate effectively, and staff who saw patients alone or acted as chaperones for patients had not undergone a Disclosure and Barring Service (DBS) check to ensure their suitability for the role. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

These arrangements had improved when we undertook a follow up inspection on 24 October 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

In June 2016 we found that some clinical staff and those who carried out chaperone duties had not received a Disclosure and Barring Service (DBS) check to confirm their suitability for the role, nor had risk assessments been completed to provide a rationale for this decision.

In October 2017 the practice provided evidence that staff who worked directly with patients and those who had responsibility to act as chaperones for patients had received an appropriate DBS check and that the recruitment policy had been updated to reflect this as a part of the employment procedure when new staff were taken on.

In June 2016 staff told us their learning needs were identified through a system of appraisals, meetings and reviews of practice development needs. However, the staff files did not contain evidence of regular appraisals being conducted.

For our October 2017 desk based review, the practice provided evidence that staff were engaged with annual appraisals of their performance and training needs which had been completed in June 2016 and in June/July 2017.