

Trinity Medical Centre

Inspection report

22 Winton Street
Littleborough
OL15 8AR
Tel: 01706378476

Date of inspection visit: 22 February 2022
Date of publication: 15/03/2022

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 Trinity Medical Centre on 22 February 2022. Overall, the practice is rated as Good. The key questions inspected are rated as

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

We carried out this announced comprehensive inspection as part of our inspection programme.

How we carried out the inspection

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

- Using questionnaires sent to staff prior to the on-site visit
- 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
- A shorter site visit

Our findings

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

- 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

We found that:

Overall summary

- 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.

Whilst we found no breaches of regulations, the provider **should**:

- Develop a formal plan to carry out and document clinical audits
- Formalise and document quality improvement work undertaken
- More fully document in the clinical record when a medication review or a review of patients with a long term condition has taken place
- Continue to catch up medication reviews for patients where recall has lapsed due to the pandemic

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Trinity Medical Centre

Trinity Medical Centre is located in Littleborough, Lancashire:

22 Winton Street

Littleborough

Lancashire

OL15 8AR

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

The practice is situated within the Heywood, Middleton and Rochdale Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 4059. This is part of a contract held with NHS England.

The practice is part of a wider group of six GP practices called Pennines Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England report deprivation within the practice population group as five on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

According to the latest available data, the ethnic make-up of the practice area is 94.3% White, 3.9% Asian and 1.8% other.

The age distribution of the practice population closely mirrors the local and national averages.

At the time of the inspection the practice was a singlehanded practice. The lead GP was supported by two salaried GPs and one long term locum. (Two male and two female GPs). The nursing team consisted of three nurse practitioners, two practice nurses and one part time assistant practitioner who is also the practice manager (part time). The clinical team is supported by the practice manager, assistant practice manager and a team of administration and reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is invited to attend the surgery.

Extended access is provided locally by BARDOC in partnership with GP Care, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.