

# Dr D Pal & Dr M Pal

## 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



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

We undertook this focused inspection of Dr D Pal & Dr M Pal on 1 December 2016 for one area within the key question safe.

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

The practice was previously inspected on 4 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, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

- The registered person did not ensure recruitment arrangements include all necessary employment checks for all staff were in place that included taking up references and completing disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

**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.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

Evidence we reviewed included information on chaperones, recruitment policies and procedures, and staff personal files.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 4 February 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547699387>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 4 February 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

Good



### Are services well-led?

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

This rating was given following the comprehensive inspection 4 February 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

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

<http://www.cqc.org.uk/location/1-547699387>

Good



# Summary of findings

## What people who use the service say

As part of this focused inspection we did not speak to any patients who use the service.

# Dr D Pal & Dr M Pal

## Detailed findings

### Our inspection team

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

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

## Background to Dr D Pal & Dr M Pal

This practice is located in a purpose built building in Ashton-in-Makerfield. It has car parking facilities with designated space for disabled parking. The building is on ground floor level and offers easy access to patients. At the time of our inspection there were about 2700 patients registered with the practice. It is overseen by NHS Wigan Borough CCG.

There is one GP supported by an advanced nurse practitioner prescriber. There is also a practice manager and supporting administration and reception staff.

The practice delivers commissioned services under the General Medical Services (GMS) contract. It offers direct enhanced services for the childhood vaccination and immunisation scheme, extended hours access, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, minor surgery, remote care monitoring and rotavirus and shingles immunisation.

The practice is open from 8am to 6.30pm from Monday to Friday with the exception of Tuesday when there are extended hours until 8pm and Wednesday when the

practice closes at 1pm. GP appointments are available from 8.30am to 10.30am and from 4pm until 6pm and until 8pm on a Tuesday. The practice is open alternate Saturday mornings.

Patients can book appointments in person, online, or via the phone. Emergency appointments are available each day. There is an out of hours service available provided by Bridgewater Community Health Care Trust and commissioned by Wigan Borough CCG.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 4 February 2016. At this inspection, within the key question safe, staffing was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

This inspection was a planned focused inspection 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 2014.

## How we carried out this inspection

We carried out an announced visit on 1 December 2016. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this

## Detailed findings

against the regulations to ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.



# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice was previously inspected on 4 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, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

- The registered person did not ensure recruitment arrangements include all necessary employment checks

for all staff were in place that included taking up references and completing disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

We saw evidence that the practice had undertaken appropriate recruitment procedures for all new employees including taking up references. Disclosure and Barring Service (DBS) checks were in place for all staff who undertook chaperone duties.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused inspection of the overview 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

<http://www.cqc.org.uk/location/1-547699387>

# Are services caring?

## Our findings

Please note this is a focused inspection of the overview 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

<http://www.cqc.org.uk/location/1-547699387>

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this is a focused inspection of the overview 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

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# 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 inspection of the overview 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

<http://www.cqc.org.uk/location/1-547699387>