

# Cornerstone Family Practice

## Inspection report

Cornerstone Centre, Graham Street  
Beswick  
Manchester  
Greater Manchester  
M11 3AA  
Tel: <xxxxx xxxxx xxxxxx>  
[www.cornerstonefamilypractice.co.uk](http://www.cornerstonefamilypractice.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.

## Overall summary

On 31 July 2018 we carried out a full comprehensive inspection of Cornerstone Family Practice, Graham Street, Beswick Manchester, M11 3AA.

The practice was given an overall rating of Inadequate with the following domain ratings:

Safe – Inadequate

Effective – Requires improvement

Caring – Good

Responsive – Good

Well-led – Inadequate

A requirement notice was issued in respect of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance) and Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment).

On 30 August 2018 warning notices were issued in respect of Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment) and Regulation 17 of the Health & Social Care

Act 2008 (Regulated Activities) Regulations 2014 (good governance). The warning notices stated the provider must be compliant with the regulations by 29 November 2018.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Cornerstone Family Practice on our website at .

On 3 December 2018 we undertook this focused inspection to check that the practice had met the legal requirements of the warning notice. We found:

- The practice had enrolled in the Royal College of General Practitioners (RCGP) special measures peer support programme.
- There had been a new system introduced for reporting and recording significant events. With all staff now aware of how to act on and report events.
- There was a new process for actioning and completing medicine alerts, overseen by a clinician and clearly documented.
- GP partners had newly appointed clinical lead roles within the practice.
- There was a new clinical lead for medicine management and a policy for Hypnotic medicines was in place.

# Key findings

- There were multiple meetings taking place between all staff, which were minuted and had standard agenda items listed.
- The practice had discussed clinical audit but were still in the process of formulating dates into the plan.
- Registration statuses reflected the new clinical partnerships arrangement within the practice.

The rating of inadequate awarded to the practice following our full comprehensive inspection on 31 July 2018 remains unchanged. The practice will be re-inspected and their rating revised if appropriate in the future.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

**Please refer to the detailed report and the evidence tables for further information.**

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and a GP specialist adviser.

## Background to Cornerstone Family Practice

Cornerstone Family Practice is the registered provider and provides primary care services to its registered list of 7,029 patients.

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; maternity and midwifery services and treatment of disease, disorder and injury.

The practice is situated in an area at number one on the deprivation scale (the scale categorises between one and ten, the lower the number, the higher the deprivation).

Regulated activities are delivered to the patient population from the following address:

Cornerstone Family Practice

2 Graham St, Beswick

Manchester

M11 3AA

And the branch surgery based at

Cornerstone Family Practice Branch

11 Manchester Road

Audenshaw

Manchester

M34 5PZ

At the time of the inspection the practice website stated the site could not be found, this has now been update and is working for the public.

# Are services safe?

**We did not inspect the safe domain in full at this inspection. We inspected only those aspects mentioned in the warning notice issued on 31 July 2018 .**

## **Appropriate and safe use of medicines**

- A new clinical lead for medicines within the practice had been introduced.
- There was a practice policy in place for patients taking Hypnotic medicines.

## **Track record on safety**

- The practice had reviewed the system for patient safety alerts and had introduced a new system to ensure alerts were acted on.
- We saw evidence of recent clinical alerts having been actioned and overseen by the lead clinician.
- We were shown evidence of alerts being discussed at the practice meetings.

- We were shown example of patients being contacted and informed of their changes to medicines.

## **Lessons learned and improvements made**

- There was a system in place for reporting and recording significant events. With evidence seen of sharing, learning and an overall reviewing of all incidents taking place.
- The practice had a named GP partner who took responsible for significant events.
- We were shown various examples of incidents reported by staff, ranging from GPs, nurses and non-clinical staff.
- All staff were provided with inhouse training and encouraged to report significant events.
- Significant events was a rolling agenda item for all practice meetings and examples of these discussions and actions were provided.

## Are services effective?

We did not inspect the effective domain at this inspection.

## Are services caring?

We did not inspect the caring domain at this inspection.

# Are services responsive to people's needs?

We did not inspect the responsive domain at this inspection.

# Are services well-led?

**We did not inspect the well led domain in full at this inspection. We inspected only those aspects mentioned in the warning notice issued on 31 July 2018.**

## **Governance arrangements**

- GP partners were more visible in the accountability and understanding of the day to day running of the practice.
- GP partners had all been assigned lead roles, for example medicine management, care quality commission and significant events.
- External support had been sourced. For example, the Royal Collage of General Practitioners (RCGP) special measures peer support programme had been to visit the practice.

## **Managing risks, issues and performance**

- Clinical and senior non- clinical staff had started to involve themselves in the formulation and embedding of practice process and protocols in order to provide

support and input to improve services for patients. For example, we saw an action plan and training to staff had been given to try and increase the number of cytology testing within the practice.

## **Appropriate and accurate information**

- Various meetings were now being held and minuted. For example, full team meetings had been introduced, clinical and partner and administrative meetings where planned for the year ahead.
- Meetings were minuted and circulated to the team. We saw significant events and alerts had been discussed regularly within these meetings.
- We saw all appropriate documentation had been updated to reflect the new clinical partnership arrangement. For example, the practices care quality commission (CQC) registration had been updated. However, the registered manager status was still ongoing.

**Please refer to the evidence tables for further information.**