

# Oldham Family Practice

## Inspection report

Integrated Care Centre  
New Radcliffe Street  
Oldham  
Lancashire  
OL1 1NL

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[www.oldhamfamilypractice.nhs.uk](http://www.oldhamfamilypractice.nhs.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 6 December 2017 we carried out a full comprehensive inspection of Oldham Family Practice (then registered as Dr Ahmed Choudhury), Integrated Care Centre, New Radcliffe Street, Oldham, OL1 1NL. The practice was given an overall rating of inadequate and placed into special measures. The domain ratings were:

Safe – Inadequate

Effective – Inadequate

Caring – Requires improvement

Responsive – Requires improvement

Well-led – Inadequate.

A requirement notice was issued in respect of Regulation 18 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (staffing), and warning notices were issued in respect of Regulation 12 (safe care and treatment), Regulation 13 (safeguarding service users from abuse and improper treatment), Regulation 16 (receiving and acting on complaints and Regulation 17 (good governance).

On 6 April 2018 we carried out a focused inspection to check that the practice had met the requirements of the warning notices. We found that the required improvements had been made.

On 10 August 2018 we carried out a full comprehensive inspection of Oldham Family Practice to assess all domains and determine if the required improvements had been made in order for the practice to be taken out of special measures. We found that although some improvements had initially been made these had not been sustained. The practice was rated overall requires improvement and special measures were to be kept in place for a further six months. The domain ratings were:

Safe – Requires improvement

Effective – Requires improvement

Caring – Good

Responsive – Requires improvement

Well-led – Inadequate

A warning notice was issued in respect of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance). This stated improvement must be made by 31 December 2018.

This inspection, on 24 January 2019, was to check the requirements of the warning notice had been met. We found that all the requirements had been met.

In particular:

- We saw that a programme of audits was in place that was monitored. Audits were repeated, and we saw evidence of improvement being made.
- Staff had been trained in how to deal with verbal and written complaints. The process had been reviewed, was monitored, and evidence of learning documented.
- The process for dealing with significant events had been reviewed and was monitored. Training on how to deal with significant events had been given to staff and we saw evidence that significant events were discussed within the team, with learning documented. Where an apology was required this would be documented.
- A process had been put in place to ensure the equipment of all clinicians was calibrated.
- A process had been put in place to ensure that all emergency medicines and emergency equipment was regularly checked.
- New staff had been recruited which alleviated the need for informal secondment of staff from another practice.

The rating of requires improvement awarded to the practice following our full comprehensive inspection on 10 August 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.**

## Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires improvement	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

## Our inspection team

Our inspection team was led by a CQC lead inspector and also included a second CQC inspector.

## Background to Oldham Family Practice

Oldham Family Practice is located on the first floor of the Integrated Care Centre, New Radcliffe Street, Oldham, OL1 1NL. The website address is [www.oldhamfamilypractice.nhs.uk](http://www.oldhamfamilypractice.nhs.uk).

There are other GP practices located in the same building.

There are three male GP partners at the practice. The three partners also have a second practice. There are three salaried GPs, two male and one female. Locum GPs are also used. There are two practice nurses and a health care assistant.

The practice has a business manager, a practice manager, and administrative and support staff.

The practice is registered for the regulated activities diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. There are approximately 2800 patients registered at the practice. The practice is a member of Oldham

clinical commissioning group (CCG) and delivers commissioned services under the General Medical Services contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is open 8am until 6.30pm Monday to Friday. Appointments are available 9.30am – 1pm and 2.30pm – 5pm.

The practice is in the second most deprived area on the deprivation scale, where one is most deprived and 10 least. Life expectancy is 76 for males (below the national average of 79) and 80 for females (below the national average of 83). There is an above average number of patients with a long-term condition (65% compared to the CCG average of 56% and the national average of 53%).

There is an out of hours service available by phoning NHS 111. The out of hours provider is Go to Doc Limited.