

Hopwood House Medical Practice

Quality Report

Hopwood House
The Vineyard
Lees Road
Oldham
OL4 1JN
Tel: 0161 628 3628

Website:
www.hopwood-house-medical-practice.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.

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

This is a focused desk top review of evidence supplied by Hopwood Medical Practice for areas within the key question safe that required improvement following our full comprehensive inspection under the Health and Social Care Act 2008. At that inspection on 26 February 2016, the practice was rated good overall. However, within the key question safe, there were areas identified as requiring improvement, as the practice was not meeting the legislation at that time. The areas where the provider was told they must make improvements were as follows :

- Regulation 17 HSCA (RA) Regulations 2014 Good governance The registered person did not do all that was reasonably practicable to mitigate risks relating to the health, safety and welfare of service users and others who may be at risk. This was in breach of regulation 17 (1) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Actions required following a fire risk assessment had not been completed. Significant events were not always recorded at the time they occurred and there was no analysis of significant events to ensure they were not repeated.

- Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed The registered person did not ensure all staff were of good character or were registered with the relevant professional body. This was in breach of regulation 19 (1) (a) (4) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. A Disclosure and Barring Service (DBS) check had not been carried out on all clinicians prior to them starting work. The professional registration of clinicians was not routinely checked.

This is a focused desk top review of evidence supplied by Hopwood House Medical Practice for the areas of improvement identified within the key question safe. We received and assessed documentation to evidence that the practice had carried out their plan and now met the required level in relation to breaches in Regulation 17 and 19.

The overall rating for the practice remains as good. Our key findings were as follows:

- A Legionella Risk Assessment was completed on 16 March 2016

Summary of findings

- Actions relating to fire safety were carried out. Health and safety checks were undertaken. The provider should ensure that all staff complete health and safety training at required intervals.
- The recruitment policy was updated to ensure that all appropriate documentation and checks of professional registration were obtained prior to employment.
- The significant event policy was updated and significant events were dealt with appropriately and reviewed to ensure learning was achieved.

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?

Previously the practice was rated as requires improvement for providing safe services and this desk top review inspection was carried out to check that the improvements had been made. The full comprehensive report following the inspection on 26 February 2016 can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

The practice is now rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted by the practice, to show the actions taken, was as follows:

- A Legionella Risk Assessment was completed on 16 March 2016 and we saw documents relating thereto.
- Actions relating to fire safety were carried out and we saw pictures and documents relating thereto.
- Health and safety checks were undertaken and a new member of staff had full health and safety training. The provider should ensure that all staff complete health and safety training at required intervals.
- The significant event policy was updated and significant events were dealt with appropriately and reviewed to ensure learning was achieved. We saw minutes of meetings to evidence this.
- The recruitment policy was updated to ensure that all appropriate documentation and checks of professional registration were obtained prior to employment. We saw copies of documents retained by the practice.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Good



Are services caring?

The practice is rated as good for providing caring services.

Good



Summary of findings

This rating was given following the comprehensive inspection on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

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 on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Good



Are services well-led?

The practice is rated as good for well led services.

This rating was given following the comprehensive inspection on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

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 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

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 on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

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 on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

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 on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of working age people whose circumstances may make them vulnerable

Good



Summary of findings

This rating was given following the comprehensive inspection on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of working age people experiencing poor mental health (including people with dementia)

This rating was given following the comprehensive inspection on 26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Good



Hopwood House Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted by the practice in support of the actions they had taken to reach the required level of legislation.

Background to Hopwood House Medical Practice

Hopwood House Medical Practice is a purpose built practice close to Oldham town centre. There is suitable patient access to the premises and disabled parking available. At the time of this inspection there were 5738 patients registered with the practice. It is overseen by NHS Oldham Clinical Commissioning Group (CCG) and delivers commissioned services under a Personal Medical Services (PMS) contract.

There are two partner GPs (both female) and a salaried GP (male). They are supported by a locum GP at least twice a week, and a further salaried GP joined the team in April 2016. There is also an advanced nurse practitioner, two practice nurses and a healthcare assistant. Non clinical staff include a practice manager and several administrative and reception staff.

The practice is open from 8am to 6.30pm from Monday to Friday, and appointments are usually available between 8.30am and 12 noon, and 2.30pm and 6pm, with some flexibility when required.

Patients can book appointments in person, on line or via the phone. Emergency appointments are available each day. There is an out of hours service available provided by Go to Doc.

Why we carried out this inspection

We initially inspected this service as part of our new comprehensive inspection programme on 26 February 2016. At that inspection, within the key question safe, areas were identified as 'requires improvement', and the practice was not meeting the legislation at that time in relation to Regulation 17 Good Governance and Regulation 19 Recruitment.

This was a planned focused desk top review carried out on 8 March 2017 to check that 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 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspection on 26 February 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulations 17 and 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to significant events, emergencies and recruitment.

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Previously the practice was rated as requires improvement for providing safe services and this desk top inspection was carried out to check that the required improvements had been made. The full comprehensive report following the inspection on 26 February 2016 can be found by selecting the 'all reports' link for Hopwood Medical Practice on our website at www.cqc.org.uk.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of safety systems and processes since the last inspection and is now rated as good.

The evidence the practice supplied to satisfy the required improvements included :

Safe track record and learning

- The significant event policy was amended to include a schedule for review on a quarterly basis. Significant events were recorded and discussed following occurrence and required actions were carried out.
- We saw minutes from meetings where incidents had been reviewed and discussion took place to ensure that learning had been achieved.

Monitoring risks to patients

- The provider's recruitment policy included a requirement for the check of professional registration and qualifications, and consideration of a Disclosure and Barring Service (DBS) check.
- We saw checks that staff were of good character had been obtained and other evidence, such as a check of a staff member's identity, and DBS checks for all staff were kept on the personnel files.

Arrangements to deal with emergencies and major incidents

- Fire notices were placed at various locations around the building where they could be clearly seen by all service users. Fire extinguishers were lowered in accordance with health and safety requirements and a fire assembly point notice was erected.
- A fire warden was allocated and safety assessments were undertaken, such as checking fire alarms and emergency lighting to ensure they were working.
- Health and safety checks were undertaken and a new member of staff had undertaken full health and safety training. The provider should ensure that all staff complete health and safety training at required intervals.

Are services effective?

(for example, treatment is effective)

Our findings

The practice is rated as good for providing effective services. This rating was given following our inspection on

26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Are services caring?

Our findings

The practice is rated as good for providing effective services. This rating was given following our inspection on

26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

The practice is rated as good for providing effective services. This rating was given following our inspection on

26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

The practice is rated as good for providing effective services. This rating was given following our inspection on

26 February 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Hopwood House Medical Practice on our website at www.cqc.org.uk.