

# Haslingden Healthcare

## Inspection report

Haslingden Health Centre  
27 Manchester Road, Haslingden  
Rossendale  
BB4 5SL  
Tel: 01706335390  
haslingdenmedicalgrouppractice.co.uk

Date of inspection visit: 06 December 2022  
Date of publication: 12/01/2023

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?

Requires Improvement



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 comprehensive inspection at Haslingden Healthcare on 5 and 6 December 2022. Overall, the practice is rated as good.

Each key question is rated as follows:

Safe - requires improvement

Effective - good

Caring - good

Responsive - good

Well-led - good

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was the first inspection of this GP practice under this registered provider.

This inspection was a comprehensive rating inspection where we reviewed all five key questions; Safe, Effective, Caring, Responsive and Well led.

## How we carried out the inspection

Our inspection included:

- Conducting staff interviews using video conferencing, as well as face to face.
- Reviewing feedback received by the CQC regarding the service.
- Completing clinical searches on the practice's patient records system remotely; (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Reviewing data available in the public domain.
- A site visit.
- Speaking with patients on the telephone the day after our 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 found that:

# Overall summary

- Some clinical monitoring checks had not been undertaken and some medication reviews were not recorded to a consistent safe standard. The practice acknowledged this and was taking immediate action to address these issues.
- There was strong effective leadership supported by systems and processes to identify vulnerable patients, keep people safe and to safeguard patients from abuse.
- Systems were in place to respond to incidents and complaints and where learning was identified this was cascaded so improvements could be made when necessary.
- Infection prevention and control was appropriately managed.
- There were processes in place to manage the flow of patients and to coordinate, monitor and respond to the presenting clinical needs of patients.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patient feedback received the day after the inspection was wholly positive, with patients providing specific examples of how the practice had supported them.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found one breach of regulations. The provider **must**:

**Ensure care and treatment is provided in a safe way to patients.**

In addition the provider **should**:

- Formalise and record the support provided to staff working in advance clinical positions.
- Record an overarching action plan for all the improvement activity being implemented to assist evaluation of achievement in meeting practice objectives.
- Implement planned data cleanse of the carers register.
- Explore ways of involving patients in how the service is delivered and continue to canvas patients to restart a Patient Participation Group (PPG).
- Enlarge the practice Mission/ Value pictogram on the practice website.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Haslingden Healthcare

Haslingden Healthcare is located in Haslingden in Lancashire. The GP service is provided from Haslingden Health Centre, 27 Manchester Road, Haslingden, Rossendale, BB4 5SL.

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

The practice is situated within the Lancashire and South Cumbria Integrated Care Board (ICB). They deliver General Medical Services (GMS) to a patient population of about 10683. This is part of a contract held with NHS England.

The practice is part of a wider network of nine GP practices known as the Rossendale West primary care network (PCN). They provide primary care services to approximately 70000 patients.

Information published by Public Health England shows that deprivation within the practice population group as being 6 out of 10. The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 90.3% white, with 8.2% Asian and 1% mixed.

The age distribution of the practice population differs slightly to the local and national averages with a larger population of older people and slightly fewer children and young adults under the age of 18.

There is a team of two GP partners, one salaried GP and three long term locum GPs. The practice's supporting clinical team includes two advanced nurse practitioners, three practice nurses, a paramedic, and a health care assistant (HCA). The clinical teams are supported by a practice manager, an assistant practice manager, and a team of 12 administrative/reception staff. In addition the practice has primary care network (PCN) health care professionals working at the practice on different days.

The GP practice is open Monday to Friday from 8am until 6.30pm and appointments are offered in the morning and in the afternoon. The practice offers a telephone triage service supported with a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the East Lancs Alliance, where late evening and weekend appointments are available. Out of hours services are provided by East Lancs Medical Services (ELMS).

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury Surgical procedures Maternity and midwifery services Family planning services	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none"><li>• Medication reviews were ineffective in that they did not provide information to support a comprehensive assessment of the medicines prescribed to patients.</li><li>• Systems to monitor the prescribing of medicine combinations known to be of potential risk to certain groups of patients were not comprehensive.</li><li>• Monitoring of patients prescribed medicines to treat different health care conditions did not meet NICE guidelines.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>