

The Sides Medical Practice

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 carried out an announced comprehensive inspection at The Sides Medical Practice on 18 August 2016. The overall rating for the practice was good, with one area, safe rated as requires improvement. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for The Sides Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 16 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 18 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for being 'safe'. Overall the practice remains rated as Good.

Our key findings were as follows:

- A system was in place to record significant events and learning was shared with staff during clinical and team meetings.

- Recruitment records relating to people employed now includes information relevant to their employment such as photo identification and DBS checks. The practice had also updated their recruitment policy and procedure to reflect current guidance. The practice manager had been identified as lead for human resources.
- Staff had access to regular team meetings. For example non clinical staff met bi-monthly and these meetings were minuted.
- Information on how to access medical emergency equipment and drugs was now clearly displayed including information in the waiting area and main office.
- Nursing staff and non clinical staff had access to support and supervision including competencies checked and regular reviews taking place especially during the first year of employment or following changes to roles and responsibilities.

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 now rated as good for providing safe services.

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

Evidence we reviewed included:

- The system for recording significant events and minutes of meetings where significant events were discussed and learning shared.
- An updated recruitment and selection policy which reflected current guidance and three recruitment files for recently employed staff. Recruitment files included proof of identification, evidence of satisfactory conduct in previous employments in the form of references, qualifications, registration with the appropriate professional body and the appropriate checks through the DBS.
- Minutes of non clinical staff meetings which included details of discussions and actions taken.
- Information on how to access medical emergency equipment and drugs. We saw information was now clearly displayed including information in the waiting area and main office.
- A review of the procedure ensuring nursing staff and non clinical staff had access to support and supervision which included competencies being checked, individual training plans and regular reviews.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



Summary of findings

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 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

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 providing services to older people.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



People with long term conditions

The practice is rated as good for providing services to people with long-term conditions.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



Families, children and young people

The practice is rated as good for providing services to families, children and young people.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



Working age people (including those recently retired and students)

The practice is rated as good for providing services to working age people.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for providing services to people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for providing services to people experiencing poor mental health.

This rating was given following the comprehensive inspection on 18 August 2016. A copy of the full report following this inspection is available on our website: <http://www.cqc.org.uk/location/1-548419327>

Good



The Sides Medical Practice

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 The Sides Medical Practice

The Sides Medical Practice provides primary medical services in Swinton, Salford from Monday to Friday.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 11am every morning and 3pm to 5.40pm daily. In addition to pre-bookable appointments that can be booked up to six weeks in advance, urgent appointments are also available for people that needed them. Outside of opening hours, patients are directed to the 111 out of hour's service.

The Sides Medical Practice is situated within the geographical area of Salford Clinical Commissioning Group (CCG).

The practice has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The Sides Medical Practice is responsible for providing care to 12700 patients.

The practice is a partnership with three male GPs and four female GPs with two salaried male GP. There is also a four practice nurses (female) two fulltime and two part time and

a healthcare assistant. The practice is support by a practice manager and a team of reception/administration staff. The practice. The Sides Medical Centre is a training practice that takes on GP registrars and foundation year two doctors.

Why we carried out this inspection

We undertook a comprehensive inspection of The Sides Medical Practice on 18 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in one key area of effective. The full comprehensive report following the inspection on 18 August 2016 can be found by selecting the 'all reports' link for The Sides Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of The Sides Medical Practice on 16 August 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

Following the inspection on 18 August 2016 the practice supplied an action plan telling us how they would ensure they meet the requirements to provide safe care and treatment.

We carried out an announced visit on 16 August 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice was previously inspected on 18 August 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, areas within the key question safe were identified as requires improvement as the practice was not meeting the legislation at that time;

At this inspection we reviewed a range of documents and spoke with staff including the lead GP and practice nurse which demonstrated they were now meeting the requirements

Evidence we reviewed included:

- The system for recording significant events and minutes of meetings where significant events were discussed and learning shared.
- An updated recruitment and selection policy which reflected current guidance and three recruitment files for recently employed staff. Recruitment files included proof of identification, evidence of satisfactory conduct in previous employments in the form of references, qualifications, registration with the appropriate professional body and the appropriate checks through the DBS.
- Minutes of non clinical staff meetings, which included details of discussions and actions taken.
- Information on how to access medical emergency equipment and drugs. We saw information was now clearly displayed including information in the waiting area and main office.
- A review of the procedure ensuring nursing staff and non clinical staff had access to support and supervision which included competencies being checked, individual training plans and regular reviews.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of 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 website <http://www.cqc.org.uk/location/1-548419327>

Are services caring?

Our findings

Please note this is a focused inspection of the overview of 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 website <http://www.cqc.org.uk/location/1-548419327>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of 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 website <http://www.cqc.org.uk/location/1-548419327>

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 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 website <http://www.cqc.org.uk/location/1-548419327>