

Dr Carmel Morris and Partners

Inspection report

Finney Lane
Heald Green
Cheadle
Cheshire

SK8 3JD

www.healdgreenhealthcentre.nhs.uk

Date of inspection visit: 13 Mar 2019

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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 location

Good



Are services safe?

Good



Overall summary

We carried out an announced comprehensive inspection at Dr Carmel Morris (Heald Green HC2) on 20 November 2018 as part of our inspection programme. We rated the practice as requires improvement for providing safe services and good overall.

The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Dr Carmel Morris on our website at www.cqc.org.uk.

At our inspection in November 2018 we rated the practice as requires improvement for providing safe services because:

- Not all equipment used at the practice had been tested to be safe, for example portable appliances.
- Risk assessments and data around the control of substances hazardous to health (COSHH) had not been reviewed since 2013.
- Monitoring of some high-risk medicines was not always well managed.
- Changes in patients' medicines was not always well managed.

On 13 March 2019, we carried out a focused inspection of the safe key question. We visited the practice to confirm it

had carried out the plan to meet the legal requirements in relation to the breaches in regulations identified in our previous inspection on 20 November 2018. This report covers our findings in relation to those requirements.

At this inspection, we found that the provider had satisfactorily addressed all legal requirements.

We have rated this practice as good for providing safe services.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The system for recording the monitoring of patients prescribed higher risk medicines had been strengthened.
- All equipment at the practice had tested appropriately.
- A comprehensive risk assessment in relation to the control of substances hazardous to health had been completed.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection was conducted by a Care Quality Commission (CQC) lead inspector.

Background to Dr Carmel Morris and Partners

Dr Carmel Morris and partners (Heald Green HC2) is located at Finney Lane, Heald Green, Cheadle, Stockport SK8 3JD and is part of the Stockport Clinical Commissioning Group (CCG). Services are provided under a general medical services (GMS) contract with NHS England. The practice building provides ground level access, which is suitable for people with mobility issues. The practice shares the health centre with another GP practice and other community services such as health visitors, physiotherapy and podiatry. More information about the practice is available on their website address: www.healdgreenhealthcentre.nhs.uk

There are approximately 6,500 patients registered at the practice. The practice population includes a lower percentage (47%) of patients with a long-standing health condition, and a higher percentage (36%) of elderly people, in comparison with the national and local averages of 54% and 27% respectively. Information published by Public Health England rates the level of deprivation within the practice population group as eight on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has two GP partners and one salaried GP, two trainee GPs, a trainee advanced nurse practitioner, two practice nurses, a health care assistants (HCA), and a part time pharmacist. The clinical team is supported by two practice managers, receptionists and administration team. The practice reception is open between 8am to 6.30pm Monday to Friday. The practice provides online access that allows patients to order prescriptions and request and cancel an appointment.

The practice offers extended hours, patients are also signposted to other commissioned services within the locality. Out of hours service is provided by Mastercall, Pepper Road, Hazel Grove, Stockport.

The practice provides the following regulated activities: treatment of disease, disorder or injury, diagnostic and screening procedures, family planning, surgical procedures and maternity and midwifery services.