

Edenfield Road Surgery

Quality Report

Cutgate Precinct
Rochdale
OL11 5AQ
Tel: 01706 344125
Website: www.edenfieldroadsurgery.com

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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 Edenfield Road Surgery for one area within the key question responsive. We found the practice to be good in providing responsive services. Overall the practice is rated as good.

The practice was previously inspected on 27 July 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, within the key question responsive, one area was identified as requiring improvement because the practice was not meeting the legislation at that time.

Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance

- The provider did not act on feedback received from patients from the national survey in relation to access to the service.

The practice provided us with an action plan detailing how they were going to make the required improvements.

The full comprehensive report following the inspection on the 27 July 2016 is available on our website at www.cqc.org.uk/location/1-571492946

The focused desk top review of evidence on 13 March 2017 was to confirm the required actions had been completed and award a new rating in the domain of responsive, if appropriate.

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting the requirements of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 rated as good for providing safe services.

This rating was given following the comprehensive inspection on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

Good



Are services responsive to people's needs?

The practice is now rated as good for being responsive to people's needs.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practises in relation to how they have acted on feedback received from patients since the last inspection.

Evidence submitted included:

- The recruitment of a full time advanced nurse practitioner, due to start work with the practice in April 2017 which will increase the number of appointments available.
- A locum pharmacist in place dealing with minor ailments.
- The employment of a long term locum GP.
- The re-introduction of on line booking of appointments.
- The practice changed the use of one telephone line from a prescription order line to an appointment booking line.
- The introduction of pre bookable telephone appointments with a GP.

Good



Summary of findings

- The practice had started work with a CCG pharmacist who is carrying out medication reviews freeing up GP time.
- The practice actively signpost patients to the the 7 day access scheme that they were part of. Patients are able to be seen in the evening and at weekends by a GP or nurse.
- The practice has seen a reduction of complaints since the last inspection from 31 in the previous 12 months to 8 since September 2016 to date when improvements were made.
- Improvements in results of family and friends test and the results of a survey carried out by the practice.

Are services well-led?

The practice is rated as good for being well led.

This rating was given following the comprehensive inspection on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

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 on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

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 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

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 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

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 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

Good



People whose circumstances may make them vulnerable

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

This rating was given following the comprehensive inspection on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

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

This rating was given following the comprehensive inspection on 27 July 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-571492946

Good



Edenfield Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Edenfield Road Surgery

Edenfield Road Surgery provides primary medical services in Rochdale, Greater Manchester from Monday to Friday. The practice is open between 8.30am and 6.00pm. The first appointment of the day with a GP is 8.35am and the last appointment with a GP is 5.20pm.

Edenfield Road Surgery is situated within the geographical area of Heywood, Middleton and Rochdale 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.

Edenfield Road Surgery has a branch surgery at Norden and is responsible for providing care to 13151 patients. The opening hours for Norden branch are 8.30am until 5.30pm.

The practice consists of five GP partners three male and two female and one female salaried GP, one long term locum GP, one advanced nurse practitioner, two nurse practitioners, two practice nurses and a locum pharmacist. The practice is supported by a practice manager and assistant and an administration team including secretaries and receptionists.

When the practice is closed patients are directed to the out of hour's service BARDOC.

The practice is part of a group of practices who offer appointments to a GP and practice nurse seven days a week.

The practice is a teaching practice regularly taking students from Manchester University.

The practice take part and support charity events in memory of a member of staff who sadly passed away.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 27 July 2016. At this inspection, within the key question responsive, identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance

This inspection was a focussed desk top review to check whether 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 2014.

How we carried out this inspection

Following the inspection on 27 July 2016 the practice supplied an action plan telling us how they would ensure they meet the requirements of Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance

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 recruitment checks.

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

Are services safe?

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key question responsive. 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 web site

www.cqc.org.uk/location/1-571492946

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 responsive. 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 web site

www.cqc.org.uk/location/1-571492946

Are services caring?

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key question responsive. 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 web site

www.cqc.org.uk/location/1-571492946

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

The practice was previously inspected on 27 July 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, within the key question responsive, was identified as requires improvement, as the practice was not meeting the legislation at that time;

Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance

- The provider did not act on feedback received from patients from the national survey in relation to access to the service.

At this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance

Evidence submitted included:

- The recruitment of a full time advanced nurse practitioner, due to start work with the practice in April 2017 which will increase the number of appointments available.

- A locum pharmacist in place dealing with minor ailments.
- The employment of a long term locum GP.
- The re-introduction of on line booking of appointments.
- The practice changed the use of one telephone line from a prescription order line to an appointment booking line.
- The introduction of pre bookable telephone appointments with a GP.
- The practice have started work with a CCG pharmacist who is carrying out medication reviews freeing up GP time.
- The practice actively signpost patients to the the 7 day access scheme that they are part of. Patients are able to be seen in the evening and at weekends by a GP or nurse.
- The practice had seen a reduction of complaints since the last inspection from 31 in the previous 12 months to 8 since September 2016 to date when improvements were made.
- Improvements in results of family and friends test and the results of a survey carried out by the practice.

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 responsive. We did not review this key question.

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www.cqc.org.uk/location/1-571492946