

# Dearden Avenue Medical Practice

## Quality Report

1A Dearden Avenue  
Little Hulton  
Manchester M38 9GH  
Tel: 0161 973 3845  
Website:

Date of inspection visit: 18 July 2017  
Date of publication: 27/07/2017

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

## Contents

### Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	5

### Detailed findings from this inspection

Our inspection team	7
Background to Dearden Avenue Medical Practice	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	9

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dearden Avenue Medical Practice on 28 October 2014. The overall rating for the practice was good however there were improvements required in the key question safe. We also carried out an announced focussed inspection on 16 February 2017. At this inspection we found that although the practice had made some improvements there was still improvement to be made in providing safe services. Overall, the practice was rated as good. The full comprehensive report on the 28 October 2014 inspection and the announced focussed report from the 16 February 2017 inspection can be found by selecting the 'all reports' link for Dearden Avenue Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 18 July 2017 to confirm 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 inspections. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings at this inspection were as follows:

- We reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance, and Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.
- Recruitment folders were in place for staff and all staff had an up to date Disclosure and Barring Service (DBS) check in place and recruitment files contained all relevant information as stated in schedule three of the Health and Social Care Act.
- We found that the practice had a system in place for documenting significant events and all significant events were now recorded.
- Practice policies and procedures were in place, in particular those for infection control, and were easily accessible for staff.

**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.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the key question Safe since the last inspection.

- Significant events were now always recorded at the time they occurred and there was a review of significant events to ensure they were not repeated.
- Practice policies and procedures were in place, in particular those for infection control, and were easily accessible for staff.
- Identification information for staff was retained on personnel files.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



### 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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 28 October 2014. A copy of the full report following this inspection is available on our website.

Good



# Summary of findings

<http://www.cqc.org.uk/search/services/doctors-gps>

# 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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

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 28 October 2014. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Dearden Avenue 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 Dearden Avenue Medical Practice

Dearden Avenue Medical Practice is situated in the Little Hulton area of Salford. At the time of this inspection we were informed 2400 patients were registered with the practice. The practice population experiences higher levels of income deprivation affecting children and older people than the practice average across England. There are also higher levels of unemployment among the working age population than the practice average across England. A lower proportion of the practice's patients were above 65 years of age (10.1%) than the practice average across England (17.2%). Also 26.7% of the practice patients are under the age of 18 years compared to the average across England (20.7%).

The practice employs two female GPs to provide general medical services to registered patients at the practice. The GPs are supported in providing clinical services by a practice nurse (female) who works part time. The practice also employs a team of administration staff including a part time practice manager. The practice delivers commissioned services under the Personal Medical Services (PMS) contract and is part of NHS Salford Clinical Commissioning Group (CCG).

Dearden Avenue Medical Practice has opted out of providing out-of-hours services to their patients. This service is provided by a registered out of hours provider. Prominently displayed information in the patient waiting area provides patients with details how to contact the out of hours provider (Salford Royal NHS Foundation Trust). Patients are also provided with these details via a recorded message when they telephone the practice outside the usual opening times.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dearden Avenue Medical Practice on 28 October 2014 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the key question safe. There was an announced focussed inspection on 16 February 2017 and although there had been some improvement in the key question safe there were still improvements required. The reports for these inspections can be found by selecting the 'all reports' link for Dearden Avenue Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Dearden Avenue Medical Practice on 18 July 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.

# Detailed findings

## How we carried out this inspection

Following the inspection on 16 February 2017 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

We carried out an announced visit on 18 July 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.



# Are services safe?

## Our findings

At our previous inspection on 16 February 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recording and reviewing significant events and recruitment procedures.

These arrangements had significantly improved when we undertook a follow up inspection on 18 July 2017. The practice is now rated as good for providing safe services.

### Safe track record and learning

- Significant events were now always recorded at the time they occurred and there was a review of significant events to ensure they were not repeated. We saw

evidence that the practice policy had been reviewed, implemented and circulated to all staff and that significant events were regularly discussed at practice meetings.

### Overview of safety systems and process

- Identification information for staff was retained on personnel files.
- Practice policies and procedures were in place, in particular those for infection control, and were easily accessible for staff. These were available to staff electronically and as hard copy. All staff had access to both these versions of the policies and procedures.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused inspection of the overview of safety 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 web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services caring?

## Our findings

Please note this is a focused inspection of the overview of safety 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 web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this is a focused inspection of the overview of safety 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 web site <http://www.cqc.org.uk/search/services/doctors-gps>

# 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 safety 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 web site <http://www.cqc.org.uk/search/services/doctors-gps>