

# Heaton Medical Centre

## Quality Report

Heaton Medical Centre  
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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 undertook this focused inspection of Heaton Medical Centre on 18 October 2016 for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 20 October 2015. 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 safe, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

- The registered person did not ensure recruitment arrangements include all necessary employment checks for all staff were in place that included taking up references and completing disclosure and barring service checks, in particular for reception staff who were already undertaking chaperoning duties.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

**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 overview of safety systems and processes since the last inspection.

Evidence we reviewed included recruitment policies and procedures, and staff personal files.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

Good



### Are services well-led?

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

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

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 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

Good



# Summary of findings

## What people who use the service say

As part of this focused inspection we did not speak to any patients who use the service.

This rating was given following the comprehensive inspection 20 October 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-599745388>

# Heaton Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC Inspector who reviewed and analysed the evidence provided at the time of the inspection.

## Background to Heaton Medical Centre

Heaton Medical Centre has about 10400 patients registered. It is overseen by NHS Bolton Clinical Commissioning Group (CCG).

The population experiences slightly higher levels of income deprivation affecting children and older people than the practice average across England. The age profile of the practice is very similar to the CCG and national averages. The male life expectancy for the area is 79 years compared with the CCG averages of 77 years and the national average of 79 years. The female life expectancy for the area is 83 years compared with the CCG averages of 81 years and the national average of 83 years. The practice has a higher percentage (73%) of working status (paid work or full-time education) patients compared to the CCG (59%) and national averages (62%).

There are six GPs partners, two salaried GP supported by three practice nurses and a healthcare assistant. There is also a practice manager, office manager, and supporting reception team. There is a phlebotomist available at the practice daily.

The practice is a training practice, accredited by the Health Education North West.

The practice delivers commissioned services under the Personal Medical Services (PMS) contract.

The practice is open on Monday to Friday from 8.15am to 7pm. However extended hours are available on a Wednesday from 7am and on a Thursday until 7.30pm.

GP consultations are available on Monday from 8.20am to 11.25am and 2pm to 5.15pm, Tuesday 8.20am to 11am and 2pm to 4.30pm, Wednesday 7.15am to 11.25am and 2pm to 5.50pm, Thursday 8.20am to 11.25am and 2pm to 5.50pm, and Friday 8.20am to 11.25am and 2pm to 4.15pm.

Patients can book appointments in person or via the phone and online. Emergency appointments are available each day. Bury and Rochdale Doctors (BARDOC) provide urgent out of hours medical care when the practice is closed.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 20 October 2015. At this inspection, within the key question safe, staffing was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

This inspection was a planned focused inspection 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.

# Detailed findings

## How we carried out this inspection

Following the inspection on 20 October 2015 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

We carried out an announced visit on 18 October 2016. 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

### Overview of safety systems and processes

The practice was previously inspected on 20 October 2015. 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 safe, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

- The registered person did not ensure recruitment arrangements include all necessary employment checks

for all staff were in place that included taking up references and completing disclosure and barring service checks, in particular for reception staff who were already undertaking chaperoning duties.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

We saw evidence that the practice had undertaken appropriate recruitment procedures for all new employees, Disclosure and Barring Service (DBS) checks were in place for all staff who undertake chaperone duties.

# 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/location/1-599745388>

## 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/location/1-599745388>

# 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

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# 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

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