

Lees Medical Practice

Inspection report

Athens Way
Lees
Oldham
Lancashire
OL4 3BP
Tel: 01616521285
www.leesmedicalpractice.nhs.uk

Date of inspection visit: 6 December 2019
Date of publication: 08/01/2020

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

On 6 December 2019 we carried out a full comprehensive inspection of Lees Medical Practice, Athens Way, Lees, Oldham, OL4 3BP.

This was the seventh inspection to the practice since our first inspection on 21 April 2017. It had previously been rated inadequate and placed into special measures. When we inspected the practice in December 2017 and May 2018 the practice made the required improvements, but at the most recent inspection, on 5 December 2018, we found the practice had not sustained the improvements previously made. The practice was rated as requires improvement overall and for each of the key questions. Requirement notices were issued in relation to breaches in Regulation 12 (safe care and treatment), Regulation 16 (receiving and acting on complaints), Regulation 17 (good governance) and Regulation 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This was a full comprehensive inspection. At this inspection we found that improvements had been made under each of the key questions and all the requirement notices had been met.

We have rated this practice as good overall and good for all population groups.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we inspected.
- Information from our ongoing monitoring of data about services and
- Information from the provider, patients, the public and other organisations.

At this inspection we found that:

- Safeguarding and infection control procedures had improved to an appropriate level.
- Training was being monitored and where the new management team had found gaps training was being sourced.

- Complaints were being managed appropriately.
- Policies and procedures had been reviewed and were being followed.
- There was a new system for safely managing and assessing the needs for home visits and urgent appointment requests.
- The significant event process had been improved to an appropriate level.
- A new appraisal process was in place.

In addition:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Monitor all training needs of all clinicians with a view to improving Quality and Outcomes Framework (QOF) results.
- Monitor the data being submitted for QOF.
- Continue to re-assess the carers' list so support can be offered to all carers.
- Change the CQC registration to reflect the current partnership.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Lees Medical Practice

Lees Medical Practice is located at Athens Way, Lees, Oldham, OL4 3BP. There has been a partnership change since the service was last inspected; one partner left the partnership and is working at the practice as a locum GP, and a new experienced partner joined. There are currently two male GP partners and a female salaried GP. There is also a practice nurse and a healthcare assistant. Since the inspection of December 2018, the practice manager and assistant manager have left. The new partner is currently carrying out some practice management duties with the help of an experienced manager from another practice. A decision about recruiting a permanent practice manager was going to be made when the partners felt the improvements required had been made.

The practice provides primary care services to its registered list of 4533 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of Oldham Clinical Commissioning Group (CCG). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the CQC to carry out the regulated activities diagnostic and screening procedures, family planning, maternity and midwifery services,

surgical procedures and treatment of disease, disorder or injury.

The practice has a website that contains information about what they do to support their patient population and the in-house and online services offered. This can be found at

www.leesmedicalpractice.nhs.uk

The average life expectancy and age profile of the practice population is slightly above the CCG average and slightly below the national average. Information taken from Public Health England placed the area in which the practice is located in the third least deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Go to Doc Ltd.