

Dam Head Medical Centre

Quality Report

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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 Dam Head Medical Centre on 5 January 2017 for one area within the key question effective.

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

The practice was previously inspected on 23 February 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 effective, overview management, monitoring and improving outcomes for people was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

We found the following processes were not in place:

- There was no formal system to ensure all patients clinical notes were updated regularly in a timely manner into the clinical computer system.
- The coding within patients records needed to be accurate, up to date and the use of prevalence reporting was in line with guidance to ensure patients outcomes were appropriately reflected in prevalence data.

On this inspection 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.

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

<http://www.cqc.org.uk/location/1-2024583394>

Good



Are services effective?

The practice is rated as good for providing effective services.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of governance systems and processes since the last inspection.

Evidence we reviewed included :

- Data quality prevalence reviews and searches
- Action plan telling us how the practice would ensure they met the requirements
- Evidence of working with local Clinical Commissioning Group (CCG)

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 23 February 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

Good



Are services well-led?

The practice is rated as good for providing well led services.

This rating was given following the comprehensive inspection 23 February 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

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

<http://www.cqc.org.uk/location/1-2024583394>

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.

Dam Head Medical Centre

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 Dam Head Medical Centre

Dam Head Medical Centre is located on the outskirts of Manchester city centre and is overseen by North Manchester Clinical Commissioning Group (CCG). At the time of our inspection 2,702 patients were registered with the practice. The majority of patients were of white British background with a high deprivation level.

The practice is located on the ground floor and has parking available with three disabled parking spaces. The practice had just received planning permission to expand and update the premises.

The practice has two GPs (two male) with a female GP who attends once a week. There is one nurse, and a part time pharmacist. Members of clinical staff are supported by one practice manager and three administrative staff.

The practice is open from 8am until 6 pm Monday, Tuesday, Thursday and Friday. Wednesday the practice is open from 8am until 1.30pm. Appointments times are between 9am and 6pm.

The practice has a General Medical Service (GMS) contract with NHS England. At the time of our inspection 2702 patients were registered.

Patients requiring a GP outside of normal working hours are advised to call “Go-to- Doc” using the usual surgery

number and the call is re-directed to the out-of-hours service. The surgery is part of Prime Ministers GP Access scheme offering extended hours and weekend appointments to patients..

This practice is part of wider support group, which is made up of eight practices across Greater Manchester. The group’s main aim is to offer peer support by learning and sharing for both clinical and non-clinical staff. This is done by holding regular forums where they discuss:

- Human Resources (HR)
- Incident and Significant event sharing
- Governance issues
- Training and development

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 1 March 2016. 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 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

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

We carried out a desk-based focused inspection of Dam Head Medical Centre on 5th January 2017. This involved reviewing evidence that was submitted by the practice:

- Action plan telling us how the practice would ensure they met the requirements
- Data quality prevalence reviews and searches
- Evidence of signing up to the Primary Care Engagement Scheme.

Are services safe?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question effective. We did not review this key question.

This rating was given following the comprehensive inspection 23 February 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-2024583394>

Are services effective?

(for example, treatment is effective)

Our findings

The practice was previously inspected on 23 February 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. We found the following systems were not in place:

- There was no formal system to ensure all patients clinical notes were updated regularly in a timely manner into the clinical computer system.
- The coding within patients records needed to be accurate, up to date and the use of prevalence reporting was in line with guidance to ensure patients outcomes were appropriately reflected in prevalence data.

These arrangements had significantly improved when we undertook a follow up inspection on 5th January 2017. The practice is now rated as good for providing effective services.

Management, monitoring and improving outcomes for people

The practice had been working with the CCG data quality officer to increase prevalence rates of its patients with long term conditions (prevalence is a measurement of all individuals affected by a disease at a particular time, whereas incidence is a measurement of the number of new individuals who contract a disease during a particular period of time).

The practice is part of the “Primary Care Engagement Scheme” which involves setting standards of care for patients including chronic disease management, which over time would raise the practices prevalence rates.

Clinician undertaken checks during consultations with patients, to ensure all historic data is recorded correctly in the clinical computer system.

The practice no longer use the patient’s paper records during consultations. All information is directly input in to the clinical computer system during consultations

The medical records of newly registered patients’ are summarised into the clinical computer system, within a timely manner.

Are services caring?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question effective. We did not review this key question.

This rating was given following the comprehensive inspection 23 February 2016. A copy of the full report following this inspection is available on our website:

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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 effective. We did not review this key question.

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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 effective. We did not review this key question.

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