

Royton 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

Contents

Summary of this inspection

Overall summary	Page 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 Royton Medical Centre	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 Royton Medical Centre on 19 May 2017. The overall rating for the practice was good, with a rating of requires improvement in the safe domain. The full comprehensive report on the May 2017 inspection can be found by selecting the 'all reports' link for Royton Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 5 October 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach of regulation that we identified in our previous inspection on 19 May 2017. This report covers our findings in relation to those requirements. We also looked at the areas we suggested improvements should be made.

The practice is now rated as good for providing safe services, with the overall rating remaining as good.

Our key findings were as follows:

- There was a robust recruitment process and all required information for staff was held.
- All relevant information for locum staff was provided prior to them working at the practice.
- A system was in place to ensure all significant events were formally reviewed, with improvements being monitored.
- All Patient Group Directions (PGDs) had been reviewed and there was a system in place to ensure they were all up to date.
- There was a health and safety folder documenting all health and safety checks carried out by the practice.
- There was a system where all training, on-line and face to face, was recorded and monitored.

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.

- There was a robust recruitment process and all required information for staff was held.
- All relevant information for locum staff was providing prior to them working at the practice.
- A system was in place to ensure all significant events were formally reviewed, with improvements being monitored.
- All patient group directions (PGDs) had been reviewed and there was a system in place to ensure they were all up to date.
- There was a health and safety folder documenting all health and safety checks carried out by the practice.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 19 May 2017. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

On this inspection we reviewed evidence to demonstrate how they had improved some of their protocols in relation to the key question effective since the last inspection.

- There was a system where all training, on-line and face to face, was recorded and monitored.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 19 May 2017. 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 19 May 2017. 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

Are services well-led?

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

This rating was given following the comprehensive inspection 19 May 2017. 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

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 19 May 2017. 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 19 May 2017. 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 19 May 2017. 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 19 May 2017. 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 19 May 2017. 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 19 May 2017. A copy of the full report following this inspection is available on our website.

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

Good



Royton Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector inspected the practice.

Background to Royton Medical Centre

Royton Medical Centre is located in a purpose built health centre in a shopping centre in the Royton area of Oldham. There is car parking close by. The practice is fully accessible to those with mobility difficulties.

At the time of our inspection there were approximately 4200 patients registered with the practice. The practice is a member of NHS Oldham Clinical Commissioning Group (CCG). The practice delivers commissioned services under the General Medical Services (GMS) contract.

There are two GP partners, both male. One GP partner is based in another practice and the other has occasional surgeries at the practice. They took over the practice in 2014. They both own other practices and were fully involved in the running of Royton Medical Centre. There are two salaried GPs, one male and one female, and locum GPs are used when required. There is a practice nurse and a healthcare assistant. The practice manager is the CQC registered manager, and they are responsible for the day to day running of the practice. They are supported by administrative and reception staff.

Opening hours are 8am until 8.30pm on Monday and 8am until 6.30pm Tuesday to Friday. There are morning and afternoon surgeries and these times are flexible.

The practice is registered to deliver the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is in the fifth most deprived decile, with one being the most deprived in the country. Life expectancy in the area is in line with the national average.

There is an out of hours service available by phoning NHS 111. The out of hours provider is Go To Doc Limited.

Why we carried out this inspection

We undertook a comprehensive inspection of Royton Medical Centre 19 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with the safe domain being rated as requires improvement. We also suggested areas where improvements should be made in the safe and effective domains. The full comprehensive report following the inspection in May 2017 can be found by selecting the 'all reports' link for Royton Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Royton Medical Centre on 5 October 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 in respect of providing safe services.

Detailed findings

How we carried out this inspection

Following the inspection on 19 May 2017 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

We carried out an announced visit on 5 October 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations. Areas where it was suggested improvements should be made were also inspected.

Are services safe?

Our findings

At our previous inspection on 19 May 2017, we rated the practice as requires improvement for providing safe services. Recruitment procedures were not established and operating effectively to ensure that persons employed meet the conditions set out in Regulation 19.

These procedures had improved when we undertook a follow-up inspection on 5 October 2017 and the practice is now rated as good.

There were also areas where we said improvements should be made. All these points had been actioned and are noted below.

Safe track record and learning

We reviewed the system in place for recording and actioning significant events. We saw that the practice had held a meeting on 17 May 2017 where all significant events in the previous 12 months had been reviewed. This was to ensure any improvements required were implemented and sustained. The practice manager told us they would continue to review significant events in this way.

Overview of safety systems and process

We reviewed the personnel files for one staff member who had been recruited since the previous inspection. All the

required pre-employment checks had been carried out. These included evidence of identity, a full employment history, references, and Disclosure and Barring Service (DBS) check

A system had been put in place to ensure all relevant information was kept and up to date for all staff, particularly clinicians. We saw that all required documents and information was kept, and this included having a DBS check, General Medical Council (GMC) registration, medical indemnity insurance and mandatory training such as basic life support and safeguarding.

A similar system was in place for all locum GPs working at the practice. The practice manager carried out all checks and ensured no locum GP worked until they had all the relevant information.

We reviewed the Patient Group Directions (PGDs) which allowed nurses to administer medicines in line with legislation. These had all been reviewed and formally adopted by the practice. They were fully completed with all the required information.

Monitoring risks to patients

We saw that the practice had a system in place to assess and monitor all aspects of health and safety in the practice. These included checks in relation to legionella, fire and infection control. We saw that health and safety was discussed in administration team meetings and monitored by the practice manager.

Are services effective?

(for example, treatment is effective)

Our findings

This was a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question in full but we did review the area where we suggested improvements should be made. We found that appropriate action had been taken.

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>

Effective Staffing

We saw that the practice manager kept information about what training each staff member had completed. This included all training such as on-line and face to face. Certificates for training courses were also kept in individual staff files. Training was monitored by a staff member and reminders to staff were given when training needed to be renewed.

Are services caring?

Our findings

This was 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

This was 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

This was 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>