

# Ashton GP Service

## Quality Report

Old Street,  
Ashton-Under-Lyne,  
Greater Manchester  
OL6 7SR  
Tel: 0161 342 7050  
Website:  
[www.gtdhealthcare.co.uk/practice/  
ashton-gp-led-health-centre](http://www.gtdhealthcare.co.uk/practice/ashton-gp-led-health-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

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4
What people who use the service say	6

### Detailed findings from this inspection

Our inspection team	7
Background to Ashton GP Service	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	8

## Overall summary

### Letter from the Chief Inspector of General Practice

This is a focused inspection of Ashton GP Service 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 04 November 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment: 1.Care and treatment must be provided in a safe way for service users. 2.Without limiting paragraph (1), the things which a registered person must do to

comply with that paragraph include— f. where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of service users and to meet their needs; g. the proper and safe management of medicines.

- The arrangements for storage, monitoring and administration of medicines were not robust.

We visited Ashton GP service enabling us to follow up on the one area of requires improvement. During the inspection on 6 February 2017 we were provided with evidence which demonstrated Ashton GP Service are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

**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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practises in relation to the overview of safety systems and processes since the last inspection.

Evidence reviewed during the inspection included, medicines management policies and procedures and the storage of medicines within the practice.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

Good



### Are services well-led?

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

This rating was given following the comprehensive inspection 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

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 4 November 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

Good



# Summary of findings

## What people who use the service say

What people who use the practice say

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

A comprehensive inspection was undertaken 4 November 2015.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-516655291>

# Ashton GP Service

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence provided during the inspection and observed the environment.

## Background to Ashton GP Service

Ashton GP Service provides primary medical services in Ashton Under Lyne, from Monday to Friday 8:00am – 8:00pm and Saturday 8:00am – 12:00pm for registered patients and operate a seven days a week, walk in service 8:00am to 8:00pm for patients including non registered patients. Appointments with a GP for registered patients were available between 08:00am - 6:00pm Monday to Friday and 8:00am – 12:00pm Saturdays.

Ashton GP Service is situated within the geographical area of Tameside and Glossop Clinical Commissioning Group (CCG).

The practice is part of Go to Doc (GTD) a not for profit organisation. The practice has an Alternative Primary Medical Services (APMS) contract. The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Ashton GP Service is responsible for providing care to 3000 registered patients alongside a walk in centre for non-registered patients visiting, living in, or working in the area. On average the practice see 800 walk in patients a week.

When the practice is closed patients are directed to the out of hours service by calling 111.

### Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 4 November 2015. At this inspection, within the key question safe, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time: Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

This inspection was a planned focused review 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 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

### How we carried out this inspection

Following the inspection on 4 November 2015 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 management of medicines.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management

A CQC inspector reviewed and analysed the documentary evidence and submitted 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 04 November 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment: 1. Care and treatment must be provided in a safe way for service users. 2. Without limiting paragraph (1), the things which a registered person must do to comply with that paragraph include— f. where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of service users and to meet their needs; g. the proper and safe management of medicines.

- The arrangements for storage, monitoring and administration of medicines were not robust.

During a comprehensive inspection of GTD Healthcare Head Office we also visited Ashton GP service enabling us to follow up on the one area of requires improvement. During the inspection on 6 and 7 February 2017 we were provided with evidence which demonstrated Ashton GP Service are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the storage, monitoring and administration of medicines since the last inspection.

We saw evidence that showed the practice had medicines management policies and procedures in place and routine checks were carried out on the safe storage of medications within the practice.



# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused follow up 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  
<http://www.cqc.org.uk/location/1-516655291>

## Are services caring?

### Our findings

Please note this is a focused follow up 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  
<http://www.cqc.org.uk/location/1-516655291>

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this is a focused follow up 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  
<http://www.cqc.org.uk/location/1-516655291>

# 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 follow up 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  
<http://www.cqc.org.uk/location/1-516655291>