

# Jarvis Medical Practice

## Inspection report

Glodwick Primary Care Centre  
137 Glodwick Road  
Oldham  
OL4 1YN  
Tel: 01612713120  
[www.jarvismedicalpractice.org.uk](http://www.jarvismedicalpractice.org.uk)

Date of inspection visit: 17 June 2022  
Date of publication: 28/07/2022

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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced inspection at Jarvis Medical Practice on 17 June 2022. Overall, the practice is rated as **Good** with the following key question ratings:

Safe - **Good**

Effective - **Good**

Caring - **Good**

Responsive - **Good**

Well-led - **Good**

## Why we carried out this inspection

This was a full comprehensive inspection due to changes to the registration of the practice.

## How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection included:

- A site visit by the Lead inspector.
- Conducting staff interviews remotely.
- Staff completing questionnaires.
- Completing clinical searches remotely on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

## Our findings

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.

## We have rated this practice as Good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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:

- Improve childhood immunisations in line with WHO targets.
- Improve the level of cervical screening.

We found an area of outstanding practice:

- Bereavement support, for patients, families and staff, was exceptional. The advanced nurse practitioner team worked with patients, families and care homes to help patients with their end of life wishes, and they arranged for memory boxes to be made for relatives.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Jarvis Medical Practice

Jarvis Medical Practice provides primary care services to its registered list of approximately 5333 patients. The practice delivers commissioned services under the Alternative Provider Medical Services (APMS) contract.

The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures, and treatment of disease, disorder and injury.

The practice is part of part of Hope Citadel Healthcare Community Interest Company, and benefits from support from the leadership and governance teams. The practice has access to support and leadership from a clinical team as well as access to human resources, auditing and finance teams.

Regulated activities are delivered to the patient population from the following address:

137 Glodwick Road

Oldham

OL4 1YN

0161 271 3120

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:

[www.jarvismedicalpractice.org.uk](http://www.jarvismedicalpractice.org.uk)

The practice has a lead GP and a long-term locum GP. They are supported by lead GPs from the provider who meet with them regularly and also attend the practice. There is an advanced nurse practitioner, a specialist nurse, two practice nurses and two healthcare assistants. There is a practice manager and several administrative and reception staff.

The practice works closely with another GP practice in the same building which is also a part of Hope Citadel Healthcare Community Interest Company .

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 64% Asian, 32% White, and 4% Black, Other and Mixed. The practice is a multi-cultural practice with a high number of patients who do not speak English as a first language.

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 through NHS 111.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone or online consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.