

Park Medical Practice

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 carried out an announced comprehensive inspection at Park Medical Practice on 15 March 2016. The overall rating for the practice was Good. The full comprehensive report on the March 2016 inspection can be found by selecting the 'all reports' link for Park Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 17 January 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 15 March 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- 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

- Significant events were now always recorded at the time they occurred and there was a review of significant events to ensure they were not repeated.
- There was an up to date health and safety policy, health and safety representatives and routine monitoring to assess and mitigate risks.

On this inspection we also found that:

- There was now a plan of clinical audit to monitor and improve the services provided.
- The practice had introduced a system of internal peer review that includes all GPs at the practice.
- The emergency medicines and equipment had not been relocated. However the practice had undertaken an assessment and determined the current location of these enabled staff to access these in the event of an emergency in a timely manner.
- Disposable curtains were now changed every six months.
- Identification information for staff was retained on personnel files.

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.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the key question Safe since the last inspection.

- Significant events were now always recorded at the time they occurred and there was a review of significant events to ensure they were not repeated.
- There was an up to date health and safety policy, health and safety representatives and routine monitoring to assess and mitigate risks.
- The emergency medicines and equipment had not been relocated. However the practice had undertaken an assessment and determined the current location of these enabled staff to access these in the event of an emergency in a timely manner.
- Disposable curtains were now changed every six months.
- Identification information for staff was retained on personnel files.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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

- There was now a plan of clinical audit to monitor and improve the services provided.
- The practice had introduced a system of internal peer review that includes all GPs at the practice.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

Good



Summary of findings

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 in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

Good



Are services well-led?

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

This rating was given following the comprehensive inspection in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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 in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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 in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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 in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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 in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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 in 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

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 inspections 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-545885701>

Good



Park Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector who reviewed and analysed the evidence provided at the time of the inspection.

Background to Park Medical Practice

Park Medical Practice is situated within in a large converted house, located on the main road linking Timperley and Altrincham. At the time of our inspection there were about 6300 patients registered with the practice. It is a member of NHS Trafford Clinical Commissioning Group (CCG).

The age profile of the practice is very similar to the CCG and national averages. The male life expectancy for the area is 81 years compared with the CCG averages of 79 years and the national average of 79 years. The female life expectancy for the area is 84 years compared with the CCG averages of 84 years and the national average of 83 years.

There are four GPs (two male and two female). There is a nurse practitioner, practice nurse and a healthcare assistant. There is also a practice manager and reception manager with supporting reception and administration team.

The practice delivers commissioned services under the Personal Medical Services (PMS) contract. It offers direct enhanced services for meningitis provision, the childhood vaccination and immunisation scheme, extended hours access, facilitating timely diagnosis and support for people

with dementia, influenza and pneumococcal immunisations, learning disabilities, minor surgery, patient participation, rotavirus and shingles immunisation and unplanned admissions.

The practice is open on a Monday from 8am to 8pm, Tuesday and Wednesday from 8am to 6.30pm, Thursday from 7.30am to 8pm and Friday from 7.30am to 6.30pm.

Patients can book appointments online, in person or via the phone. Emergency appointments are available each day. There is an out of hours service available provided by Mastercall to patients registered with practices in the Stockport and Trafford areas.

Why we carried out this inspection

We undertook a comprehensive inspection of Park Medical Practice on 15 March 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the key question safe. The full comprehensive report following the inspection in March 2016 can be found by selecting the 'all reports' link for Park Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Park Medical Practice on 17 January 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.

Detailed findings

How we carried out this inspection

Following the inspections on 15 March 2016 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

We carried out an announced visit on 17 January 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 15 March 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recording and reviewing significant events and managing health and building safety.

These arrangements had significantly improved when we undertook a follow up inspection on 17 January 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

- Significant events were now always recorded at the time they occurred and there was a review of significant events to ensure they were not repeated.

Overview of safety systems and process

- Disposable curtains were now changed every six months.
- Identification information for staff was retained on personnel files.

Monitoring risks to patients

- There was an up to date health and safety policy, health and safety representatives and routine monitoring to assess and mitigate risks.

Arrangements to deal with emergencies and major incidents

- The emergency medicines and equipment had not been relocated. However the practice had undertaken an assessment and determined the current location of these enabled staff to access these in the event of an emergency in a timely manner.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this was a focused inspection of the key question safe. However we did review some aspects of this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-545885701>

At our previous inspection on 15 March 2016 we rated the practice as good for providing effective services. However there were areas of this key question that should be improved.

These areas had significantly improved when we undertook a follow up inspection on 17 January 2017.

Management, monitoring and improving outcomes for people

- There was now a plan of clinical audit to monitor and improve the services provided.

Effective staffing

- The practice had introduced a system of internal peer review that includes all GPs at the practice.

Are services caring?

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-545885701>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-545885701>

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 was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-545885701>