

# Danson Family Practice

## Inspection report

Featherstall Road South  
Oldham  
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[www.dansonfamilypractice.co.uk/](http://www.dansonfamilypractice.co.uk/)

Date of inspection visit: 20 May 2022

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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 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 Danson Family Practice on 20 May 2022. Overall, the practice is rated as good, with all the key questions rated as good.

## Why we carried out this inspection

This inspection was a full comprehensive inspection carried out following a change in CQC registration.

The full reports for inspections under the previous provider registration can be found by selecting the 'all reports' link for Danson Family Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## 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 was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Gaining feedback from staff using staff questionnaires

## 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 and as good in all key questions

We found that:

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

# Overall summary

Whilst we found no breaches of regulations, the provider **should**:

- Implement a formal system to recall patients who need regular blood tests.

We found two areas of **outstanding** practice:

- The practice offered telephone consultations with patients outside the normal practice opening hours daily, including during the weekends and at bank holidays. We saw evidence that these consultations were usually fully utilised.
- The practice adapted its services taking into account the specific needs of the patient population. For example, they sourced information and local social prescribing schemes for patients who did not speak English as a first language, they provided care for patients who had been recently released from prison, and they were particularly mindful of how deprivation in the area affected how patients could manage their health.

**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 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 Danson Family Practice

Danson Family Practice, also known as MD Family Practice, is located at Werneth Primary Care Centre, Featherstall Road South, Oldham, Greater Manchester, OL0 7AY.

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

Danson Family Practice is a member of Oldham Clinical Commissioning Group (CCG) and provides services to 4449 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership between two male GPs. There are also two advanced nurse practitioners, a practice nurse and a healthcare assistant. They were supported by a nurse recently employed in an administrative role. There was a practice manager and several administrative and reception staff.

The practice is in line with the national average of patients' age ranges. The National General Practice Profile states that 65% of the practice population is of white ethnicity, with 31% Asian and 4% black, mixed or other ethnicity. Information published by Public Health England rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

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

Extended access is provided locally by IGP Care Ltd, where late evening and weekend appointments are available. Out of hours services are provided by Go to Doc Ltd.