

# Old Henry Street Medical Centre

## Inspection report

Old Henry Street Medical Centre  
Henry Street  
Leigh  
WN7 2PG  
Tel: 01942605506  
[www.oldhenrystreet.co.uk](http://www.oldhenrystreet.co.uk)

Date of inspection visit: 5 July 2023  
Date of publication: 20/07/2023

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 previously carried out an inspection at Old Henry Street Medical Centre on 2 August 2022. The practice was rated as good overall with the following key question ratings:

Safe – Requires Improvement

Effective -Good (rating awarded at the inspection 2 August 2022).

Caring – Good (rating awarded at the inspection 8 February 2018).

Responsive – Good (rating awarded at the inspection 8 February 2018)

Well-led -Good (rating awarded at the inspection 2 August 2022).

At this focussed inspection, on 5 July 2023, we found that improvements had been made and the key question safe has been rated good. The overall rating remains good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Old Henry Street Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities. At the inspection on 2 August 2022 the key question of safe had been rated requires improvement. The system for ensuring patients had the required monitoring when prescribed certain medicines was not fully effective. Not all Ardens alerts had been actioned.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## 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 found that:

# Overall summary

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

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health 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 Old Henry Street Medical Centre

Old Henry Street Medical Centre is located in Leigh.

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

Old Henry Street Medical Centre

Henry Street

Leigh

Lancashire

WN7 2PG

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.oldhenrystreet.co.uk](http://www.oldhenrystreet.co.uk)

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

The practice delivers a General Medical Services (GMS) to a patient population of 6875 at the time of inspection. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices (Leigh Primary Care Network (PCN)) and is part of the Greater Manchester Integrated Care Systems (ICS).

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 96% White and 4% Other. The majority of patients are within the 15 to 64 age group.

There are four partner GPs (two male and two female), one salaried GP (female), one advanced nurse practitioner, a practice nurse and an assistant practitioner. The practice also has support from 2 PCN pharmacists, one 5 days per week and one for one day per week. There is also a practice operations manager, data and finance manager and supporting administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

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 service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

The practice is a training practice.