

# CH Medical

## Inspection report

Fields New Road Primary Care Centre  
Chadderton  
Oldham  
OL9 8NH  
Tel: 0161785924  
[www.ch-medical.co.uk](http://www.ch-medical.co.uk)

Date of inspection visit: 15 December 2023  
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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?

Requires Improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at CH Medical on 15 December 2023. Overall, the practice is rated as Good with the following key question ratings:

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement

Well-led – Good

Following our previous inspection on 11 April 2016, the practice was rated good for all key questions.

Why we carried out this inspection

This was a full comprehensive inspection due to the length of time that had elapsed since the previous inspection.

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 have rated this practice as Good overall and for 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.

# Overall summary

- The results of the most recent General Practice Patient Survey highlighted areas for improvement around access to services.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Although we found no breaches of regulations the provider should:

- Improve access to services.
- Take steps to improve the uptake of cervical screening and childhood immunisations.

**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 CH Medical

CH Medical is located in Oldham at:

Fields New Road Primary Care Centre

Chadderton

Oldham

OL9 8NH

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

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 12,117. This is part of a contract held with NHS England.

The practice is part of a wider network of 7 GP practices, the Milltown Alliance Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 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 72.8% White, 19.2% Asian, 3.8 % Black, 3% Black, 1.2% Other. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 5 GP partners and 3 salaried GPs with a mix of male and female GPs. There are 2 nurse prescribers and 2 practice nurses. reception staff. There are also 4 healthcare assistants and 2 GP assistants. The practice is also supported by other clinical staff including a focused care worker, first contact practitioner, 2 clinical pharmacists and a mental health worker. There is a practice manager who is supported by a team of administrative and

The practice is open between 8am to 6.30pm Monday to Thursday and 7am to 6.30pm Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are also provided by GTD Healthcare Ltd.