

Fairmore Medical Practice

Quality Report

Rossendale Health Centre
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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

This is a focused desk top review of evidence supplied by Fairmore Medical Practice, for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was inspected on 17 May 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (HSCA). At that inspection, the practice was rated 'good' overall. However, within the key question safe, one area was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 Safe care and treatment.

At the inspection in May 2016 we found that the system and arrangements in place to ensure abnormal blood test results or x-rays received into the practice was not sufficient to ensure the practice responded appropriately and in good time to peoples changing needs.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in May 2016.

Evidence supplied included copies of weekly audits of the central electronic results box. Where there was a delay in reporting test results this was raised as an urgent significant event.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



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 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection in May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



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).

Good



Summary of findings

This rating was given following the comprehensive inspection in May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

Fairmore Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Fairmore Medical Practice

Fairmore Medical Practice is registered with the Care Quality Commission (CQC) to provide primary medical services. The practice provides a range of services to approximately 5000 patients from three sites:

- Registered location: Rossendale Health Centre, 161 Bacup Road, Rawtenstall, Lancashire, BB4 7PL.
- Site 2: 211-213 Leeds Road, Nelson, Lancashire, BB9 8EH.
- Site 3: Padiham Health Centre, Station Road, Burnley, Lancashire, BB12 8EA.

The practice delivers services under an Alternative Provider Medical Services contract with NHS England, and is part of the NHS East Lancashire Clinical Commissioning Group (CCG).

The practice's patient population consists of a higher proportion of younger people, with 28% being under the age of 18 (CCG average 22%, national average 21%), 13% aged between five to 14 years (CCG average 12%, national average 11%) and 11% aged less than five years (CCG and national averages both 6%). The practice also caters for a lower proportion of patients with a long-standing health condition at 48%, compared to the CCG average of 58% and national average of 54%.

Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by two salaried GPs (one male and one female) and two regular sessional GPs. The GPs are supported by a practice nurse (PN) and a healthcare assistant (HCA). Clinical staff are supported by a practice manager, an office manager and 13 administration and support staff. In addition strategic and operational support is provided to the practice by the overarching provider organisation, Integral Healthcare Partnership Limited.

The three practice sites were open Monday and Friday between the hours of 8am and 7.30pm and Tuesday, Wednesday and Thursday between the hours of 8am and 6.30pm. Standard appointments times varied across the three sites as follows:

- Registered location – Rossendale Health Centre:

Monday 8.10am – 6.40pm, Tuesday and Wednesday 8.30am – 5.30pm, Thursday 8.30am – 2.40pm (HCA only) and Friday 8am – 6pm.

- Site 2 – Nelson: Monday 9am – 6.40pm, Tuesday 8.10am – 5.30pm, Wednesday 8.30am – 5.30pm, Thursday 8.10am – 3.30pm (PN only) and Friday 8.30am – 4.30pm.

- Site 3 – Burnley: Monday 9am – 2.40pm, Tuesday 9am – 2pm, Wednesday 3pm – 6.30pm, Thursday 8.30am – 2pm and Friday 8.10am – 5.50pm.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 17 May 2016. This inspection was a planned focused desk top review to check

Detailed findings

whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

At the inspection in May 2016, we found that safe care and treatment required improvement. Following the inspection

the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment.

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment employed since the inspection carried out in May 2016.

The practice manager told us they had implemented a system whereby incoming blood results, radiology and pathology results were being reviewed. This included a weekly audit of all results received by the practice. Evidence supplied included copies of weekly audits that

had been carried out on the clinical systems in place for reviewing lab results. The audit results were recorded and presented at monthly senior staff meetings and as part of the monthly internal dashboard reporting.

In addition the practice had nominated a senior clinician to take responsibility for checking the central electronic results box and sharing out the results of abnormal blood test results, pathology results or x-ray reports on a daily basis. To ensure results were actioned in a timely manner any results that were not dealt with within five working days were escalated to the duty GP to deal with.

The office manager monitored test results on a daily basis to ensure that they were actioned in a timely manner. Where there was a delay in reporting test results this was raised as an urgent significant event.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

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 is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>