

Failsworth Group Practice

Inspection report

Failsworth District Centre
Ashton Road West, Failsworth
Manchester
M35 0AD
Tel: 01613571620

Date of inspection visit: 1 September 2021
Date of publication: 24/09/2021

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	Inspected but not rated	
Are services safe?	Inspected but not rated	
Are services effective?	Inspected but not rated	
Are services responsive to people's needs?	Inspected but not rated	
Are services well-led?	Inspected but not rated	

Overall summary

We inspected Failsworth Group Practice, Ashton Road West, Failsworth, Manchester, M35 0AD on 7 May 2021. This was a full comprehensive inspection following a CQC assessment where potential risks had been identified. The practice was given an overall rating of requires improvement with the following key question ratings:

Safe – Requires improvement

Effective – Requires improvement

Caring – Requires improvement

Responsive – Requires improvement

Well-led – Inadequate.

After the inspection on 7 May 2021 requirement notices were issued for breaches of regulations 12 (safe care and treatment), 16 (receiving and acting on complaints) and 19 (fit and proper persons employed) of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014. A warning notice was issued for a breach of regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance).

This inspection, carried out on 1 September 2021, was to check the progress made with the warning notices.

We found that although some improvements had been made the warning notice had not been met.

In particular we found:

- Staff did not have the appropriate authorisations to administer medicines.
- Recruitment systems did not ensure all the required information was held for new staff.
- Complaints were not routinely used to improve the quality of care.
- Improvements were required in systems and processes for learning, continuous improvement and innovation.
- The system for acting on and monitoring poor performance needed to be improved.
- There had been an improvement in information contained in meeting minutes.
- Training had been brought up to date and staff training was monitored.
- Significant events were recorded, acted on and discussed.
- The system for taking action when test results were received had been improved.
- The practice had a Freedom to Speak Up Guardian in place.

The rating of requires improvement awarded to the practice following our full comprehensive inspection on 7 May 2021 remains unchanged. A further full inspection of the service will take place within six months of the original report being published and their rating revised if appropriate.

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

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a second CQC inspector.

Background to Failsworth Group Practice

Failsworth Group Practice is located at:

Failsworth District Centre

Ashton Road West

Failsworth

Manchester

M35 0AD

We visited this address as part of the inspection activity.

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

The practice is a member of NHS Oldham Clinical Commissioning Group (CCG). It delivers commissioned services under a Primary Medical Services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were 12,442 patients registered with the practice.

The provider is registered as a partnership. There are two female GP partners. There are also four salaried GPs (three female, one male), and two healthcare assistants. The practice nurse had recently left, therefore the practice used locum nurses. There is a business manager, a practice manager and an administration manager. They are supported by a team of reception and administrative staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic, and in line with the national guidance, most GP appointments are telephone consultations. If the GP needs to see a patient face-to-face an appointment is made.

The National General Practice Profile states that 94% of the practice population are of white ethnicity, and 3% are Asian.

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

Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

Extended access is provided locally by a separate provider. Late evening and weekend appointments are available.