

# Orchard Medical Centre

## Quality Report

Orchard Medical 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 was a focused inspection of Orchard Medical Centre in one area within the key question safe. The evidence was reviewed at Orchard Medical Centre.

At this inspection we found the practice had made all required improvements. Overall, the practice is rated as good.

The practice was previously inspected on 14 September 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall but required improvement for providing safe services.

Our key findings at this most recent inspection were as follows:

- At the inspection on 3 April 2017 we reviewed a range of documents and found that all of the required improvements had been made.
- Recruitment folders were in place for staff and all staff acting as chaperones had an up to date Disclosure and Barring Service (DBS) check in place.
- Recruitment checks were carried out for all employees as outlined in schedule three of the Health and Social Care act.
- An appraisal system was now in place to ensure all staff received an annual performance review.
- The practice now had a legionella risk assessment in place.

**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 now rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how they had made all improvements to their practices in relation to their recruitment process. All staff members now had a recruitment file in place and all staff acting as a chaperone had a current disclosure and barring service (DBS) check.

A legionella risk assessment was now in place.

Good



### Are services effective?

The practice is rated as good for providing effective services but there were areas identified at the last inspection that the provider should make improvements on.

On inspection we reviewed documentary evidence that demonstrated how the practice had made improvements in relation to their appraisal system. We saw evidence that all employees had a date for their next appraisal that was within 12 months of their last appraisal.

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 14 September 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 14 September 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 14 September 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 14 September 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 14 September 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 14 September 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 14 September 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 14 September 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

## **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).

This rating was given following the comprehensive inspection 14 September 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

## What people who use the service say

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

A comprehensive inspection was undertaken 14 September 2016.

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

# Orchard Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

## Background to Orchard Medical Centre

Orchard Medical Centre is located in Salford. The address of the practice is 10 Leigh Road, Manchester, Salford, M28 1LZ. The practice has limited parking facilities but has good public transport links with bus stops nearby.

The practice is a single handed GP (male) with two regular locum female GPs, a practice nurse (female), a practice manager, and a team of administration staff.

The practice is open between 9am to 7pm Monday to Friday. Appointments are from 9am to 11am every morning and 4pm and 6pm daily. Extended hours appointments are offered at the following times on a Thursday evening until 8pm. In addition to pre-bookable appointments can be booked up to six weeks in advance, urgent appointments are also available for people that needed them.

Outside of opening hours, patients are directed to the NHS 111 out of hour's service.

The practice has approximately 2700 patients and operates under a general medical services (GMS) contract and is part of NHS Salford Clinical Commissioning Group. The age group of the patients at the practice is similar to that of the national average but with a slightly higher than average amount for people ages 40-59.

## Why we carried out this inspection

We previously inspected this service as part of our new comprehensive inspection programme on 14 September 2016. At this inspection, within the key question safe, the inspection had identified improvements that the practice should make.

This inspection was a planned focused inspection to check whether the provider had taken the required action 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

Following the inspection on 14 September 2016. The practice supplied an action plan with appropriate timescales telling us how they would ensure they made the relevant improvements.

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 the safe and effective domains.

We carried out an announced visit on 3 April 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice was previously inspected on 14 September 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, there were issues identified that the practice must make improvements on.

On inspection we reviewed documentary evidence to demonstrate how they had made all required improvements in relation to the overview of safety systems and processes since the last inspection. The practice is now rated as good for providing safe services.

- On inspection we reviewed documentary evidence to demonstrate how they had made some improvements to their practices in relation to their recruitment process. All staff members now had a recruitment file in place and all staff acting as a chaperone had a current disclosure and barring service (DBS) check.
- A legionella risk assessment was now in place and we saw evidence that demonstrated the practice was carrying out the correct actions as recommended by the organisation that performed the legionella risk assessment.



# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective Staffing

The practice was previously inspected on 14 September 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question effective, there were issues identified that the practice should make improvements on.

On inspection we reviewed documentary evidence that demonstrated how the practice had made improvements in relation to their appraisal system. We saw evidence that all employees had a date for their next appraisal that was within 12 months of their previous appraisal.

## Are services caring?

### Our findings

Please note this is a focused inspection of the overview of safety systems and processes 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 website <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 inspection of the overview of safety systems and processes 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 website <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 inspection of the overview of safety systems and processes 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 website <http://www.cqc.org.uk/search/services/doctors-gps>