

# Dr Rachel Tomalin

## Quality Report

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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 Dr Rachel Tomalin, Cale Green Surgery for one area only within the key question safe.

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

Dr Rachel Tomalin, Cale Green Surgery was inspected on 13 April 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 were identified as requires improvement, as the practice was not meeting the legislation in place at that time; Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At the inspection in April 2016 we did not see evidence that the practice had carried out safe recruitment checks

for all staff. For example, some employees had only one reference on file and two staff members in clinical roles did not have evidence that DBS checks had been undertaken. There was limited evidence that recruitment checks for locum GPs were undertaken. Some staff who carried out the role of chaperone did not have evidence available to demonstrate they had received a Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 19 fit and proper persons employed 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 fit and proper persons employed since the inspection carried out in April 2016.

The practice submitted evidence to demonstrate Disclosure and Barring Service (DBS) checks had been carried out for all non-clinical staff who undertook chaperone duties.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 13 April 2016. A copy of the full report following this inspection is available on our web site <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 13 April 2016. A copy of the full report following this inspection is available on our web site <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 13 April 2016. A copy of the full report following this inspection is available on our web site <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 13 April 2016. A copy of the full report following this inspection is available on our web site <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 on 13 April 2016. A copy of the full report following this inspection is available on our web site <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 on 13 April 2016. A copy of the full report following this inspection is available on our web site <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 on 13 April 2016. A copy of the full report following this inspection is available on our web site <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 on 13 April 2016. A copy of the full report following this inspection is available on our web site <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 on 13 April 2016. A copy of the full report following this inspection is available on our web site <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 on 13 April 2016. A copy of the full report following this inspection is available on our web site <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## What people who use the service say

This inspection was based on a review of documents submitted by the practice about their recruitment procedures. In view of this we did not speak with patients or carers about the care provided from this practice.

# Dr Rachel Tomalin

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC inspector reviewed and analysed the documentary evidence submitted.

## Background to Dr Rachel Tomalin

Dr Rachel Tomalin, Cale Green Surgery is part of the NHS Stockport Clinical Commissioning Group (CCG). Dr Tomalin is the registered provider and is a single handed GP. Services are provided under a general medical services (GMS) contract with NHS England. The practice has 3713 patients on their register.

Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy (77 and 80 years respectively) in the practice geographical area is below the England and CCG averages of 79 and 83 years.

Dr Tomalin provides full time GP cover at the practice and is supported by a salaried female GP three days per week. A male locum GP works on Mondays. The practice employs two practice nurses and a health care assistant as well as reception and admin staff. The practice had recruited a practice manager since the inspection in April 2016.

The practice is open between 7.30am to 6.30pm Monday, Tuesday, Thursday and Friday; and from 8am on Wednesdays. GP appointments and health care assistant appointments are available from 7.30am on the early opening days.

When the practice is closed patients are asked to contact NHS 111 for Out of Hours GP care.

The practice provides online access that allows patients to order prescriptions and request and cancel an appointment.

The practice building provides consultation rooms on two floors. An elevator was not available for patients. However, practice staff confirmed that consultation rooms were changed so that patients who had mobility or other disabilities could be seen on the ground floor.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 13 April 2016. This inspection was a planned focused desk top review to check 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 April 2016, we found that recruitment procedures required improvement. Following the inspection the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

## Detailed findings

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 governance arrangements.

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 Regulation 19 fit and proper persons employed since the inspection carried out in April 2016.

The recruitment process had been revised to ensure the required documents were obtained prior to employment. The practice provided evidence to demonstrate Disclosure and Barring Service (DBS) checks had been carried out for all non-clinical staff who undertook chaperone duties. DBS The recruitment policy had been amended to include a DBS check as part of the recruitment process for all staff prior to commencing employment.

Evidence supplied included a check list to ensure qualifications for clinical staff were validated before an offer of employment was made. The chaperone policy had been reviewed to reflect that non-clinical staff must have a DBS check in place before they can undertake this role. The evidence submitted included a list of staff and DBS reference numbers to demonstrate appropriate checks were in place.

The practice had only appointed one member of staff since April 2016. A new practice manager had been employed and we saw evidence to demonstrate they had a DBS check in place and the new recruitment policy had been followed.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused desk top review of fit and proper persons employed 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 fit and proper persons employed 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 fit and proper persons employed 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 fit and proper persons employed 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>