

Hopwood Medical Centre

Inspection report

1-3 Walton Street
Hopwood
Heywood
Lancashire
OL10 2BS
Tel: 01706 369886
www.hopwoodmc.nhs.uk

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Hopwood Medical Centre on 29 March 2019 as part of our inspection programme.

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 good for all population groups.

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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

- The practice, with other practices in the Clinical Commissioning Group and the wider NHS, had receptionists who were trained as care navigators who signposted patients to the right person at the right time across a variety of health services.

We saw one outstanding feature

The practice was registered as part of the local homeless friendly scheme. They funded and handed out emergency packs which included sleeping bags, snack bars, bottled water, socks and gloves. Information was given to the homeless person of where they could seek support. Patients with no fixed abode were able to register and use the practice address. They were asked where they could be found in case of contact. The practice would engage with external services such as community health care, hostels, prisons and young offenders institutions on behalf of the homeless patient.

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	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor, a practice manager and a CQC inspection manager who was observing the inspection as part of the quality assurance process.

Background to Hopwood Medical Centre

Hopwood Medical Centre is located at 1-3 Walton Street, Hopwood, Heywood, Lancashire,

OL10 2BS and provides commissioned services under the General Medical Services (GMS) contract within the Heywood, Middleton and Rochdale Commissioning Group (CCG) area.

The practice website is www.hopwoodmc.nhs.uk.

The practice is responsible for providing treatment to approximately 6899 registered patients and offers services that include meningitis provision, the childhood vaccination and immunisation programme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, patient participation, rotavirus and shingles immunisation, extended hours and contraceptives.

Regulated activities include surgical procedures, family planning, treatment of disease, disorder or injury and diagnostic and screening.

Data shows that the age profile of the practice population is broadly in line with the CCG and national averages and that, 94.7% are from a white ethnic group, 3.1% of patients are from an Asian ethnic group and 2.2% from other ethnic groups.

Information taken from Public Health England placed the area in which the practice is located as four on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

At the time of the inspection the practice consisted of two GP partners (one male and one female), three part time salaried GPs (two female and one male), two practice nurses, one assistant practitioner and one practice pharmacist. The clinical team is supported by a practice manager and a team of administration and reception staff.

The practice is a teaching practice for medical students in years 1, 2 and 5 and a training practice for doctors wishing to specialise in General Practice.