

# Northenden Group Practice

## 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 The Northenden Group Practice, for two areas, 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 2 July 2015. 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, safe care and treatment and fit and proper

persons employed were identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment and Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment and Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

**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 the overview of safety systems and procedures and monitoring risks to patients since the last inspection.

The practice manager provided a copy of the fire safety risk assessment for the Gatley Green branch which was carried out on 27 July 2015. An action plan for use in the event of a fire was included in the practice's business continuity plan.

Evidence supplied included a new recruitment checklist tool used to ensure that all the required checks had been completed before new staff started work.

The practice provided records for the most recently employed member of staff. This showed that a Disclosure and Barring Service check (DBS) had been requested and received as required.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 2 July 2015. 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 2 July 2015. 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 2 July 2015. 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.

Good



# Summary of findings

This rating was given following the comprehensive inspection 2 July 2015. 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

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

Good



The practice is rated as good for the care of older people

This rating was given following the comprehensive inspection on 2 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

### People with long term conditions

Good



The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection on 2 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

### Families, children and young people

Good



The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection on 2 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

### Working age people (including those recently retired and students)

Good



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 2 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

### People whose circumstances may make them vulnerable

Good



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 2 July 2015. 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

## People experiencing poor mental health (including people with dementia)

**Good**



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 2 July 2015. 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.

A comprehensive inspection was undertaken 2 July 2015.

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

# Northenden Group Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

## Background to Northenden Group Practice

Northenden Group Practice is situated on a busy main road in the Northenden area of Manchester. It is located in a health centre where other services, such as district nurses and health visitors, are also provided. It is a single storey building that is fully accessible for people with disabilities.

There is a car park. There is also a branch surgery, Gatley Green Surgery. Gatley Green surgery has three floors and there is a passenger lift. Car parking is available on the road outside. Patients are able to access whichever surgery is most convenient for them.

The practice contracts with NHS England to provide General Medical Services (GMS) to the patients registered with the practice. At the time of our inspection 10,841 patients were registered.

There were five GP partners and four salaried GPs, with a whole time equivalent of seven GPs. Five were female and four were male.

The surgery at Northenden is open from Monday to Friday between 8.30am and 6pm. On a Monday evening they operated extended hours opening until 7.45pm. There are no fixed appointment times and GPs made appointments for their patients flexibly within the opening hours. The surgery at Gatley Green is open from 8.30am until 6pm Mondays, Tuesdays and Thursdays and it closed at 2pm on Wednesdays and Fridays.

The practice has opted out of providing out-of-hours services to their patients. This service is provided by a registered out of hours service.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

## How we carried out this inspection

A CQC inspector reviewed and analysed the documentary evidence submitted.



# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice is rated as good for providing safe services.

The practice was inspected on 2 July 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. Following the inspection the GP practice was rated as requires improvement for the key question Safe.

There were shortfalls in how the practice was managing the recruitment procedures to ensure they only employed fit and proper staff. Not all staff had received essential training such as fire safety training and basic life support and a fire risk assessment had not been carried out at the Gatley Green branch.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and procedures and monitoring risks to patients since the last inspection.

The practice manager provided a copy of the fire safety risk assessment for the Gatley Green branch which was carried out on 27 July 2015. An action plan for use in the event of a

fire was included in the practice's business continuity plan. They also provided a copy of the training matrix that demonstrated all staff had received training in relation to cardiopulmonary resuscitation (CPR) and fire safety. This training was provided for staff between August and November 2015.

Evidence supplied included a new recruitment checklist tool used to ensure that all the required checks had been completed before new staff started work.

The practice provided records for the most recently employed member of staff. This showed that a Disclosure and Barring Service check (DBS) had been requested and received as required.

### Monitoring risks to patients

We saw evidence to demonstrate that the practice manager had undertaken a fire risk assessment on 27 July 2015 for the Gatley Green surgery. They told us this would be reviewed on an annual basis.

The information supplied demonstrated that the practice was meeting the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 12 Safe care and treatment.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused desk top review of Overview of safety systems and processes and Monitoring risks to patients 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 caring?

### Our findings

Please note this is a focused desk top review of Overview of safety systems and processes and Monitoring risks to patients 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 desk top review of Overview of safety systems and processes and Monitoring risks to patients 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 desk top review of Overview of safety systems and processes and Monitoring risks to patients 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>