

The Village Medical Centre

Quality Report

Peel Street
Littleborough
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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 follow-up inspection of The Village Medical Centre for areas within the key questions safe and effective. We found the practice to be good in providing safe and effective services. Overall the practice is now rated as good.

GP Care Services Ltd acquired the The Village Medical Centre in February 2017 which was rated inadequate at a previous inspection in September 2016. The practice was then inspected on 20 June 2017. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection the practice had made significant improvements and was then rated requires improvement overall because within the key questions safe and effective areas were still identified as requiring improvement as the practice was not yet meeting requirements at that time.

- The provider did not have a system in place to record the collection of prescriptions for controlled drugs.
- They did not have a system in place to deal with unmatched blood tests in the clinical system.
- They did not have a formal process to discuss and share complaints and significant events.

The practice provided us with an action plan detailing how they were going to make the required improvements.

The full comprehensive report following the inspection on the 20 June 2017 is available on our website at www.cqc.org.uk/location/1-3475114133

This focused follow up inspection on 29 September 2017 was to confirm the required actions had been completed and award a new rating in the domains of safe and effective. The improvements we found mean that the practice is now rated 'good' for being safe and effective and is now rated good overall. The practice is also rated as 'good' for its services to all population groups. Evidence provided on this inspection included:

- A policy for the collection of controlled drug prescriptions
- A protocol for unmatched laboratory reports
- Minutes of clinical and administration meetings
- Agendas of meetings showing standing items for discussion

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 this inspection we reviewed documentary evidence to demonstrate how they had improved their practises in relation to the overview of safety systems and processes since the last inspection.

Evidence we reviewed included:

- A policy for the collection of controlled drug prescriptions
- A protocol for unmatched laboratory reports

Good



Are services effective?

The practice is now rated as good for providing effective services.

On this inspection we reviewed documentary evidence to demonstrate how they had improved their practises in relation to the overview of effective systems and processes since the last inspection.

Evidence we reviewed included:

- Minutes of clinical and administration meetings
- Agendas of meetings showing standing items for discussion

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 20 June 2017. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-3475114133

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 on 20 June 2017. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-3475114133

Good



Are services well-led?

The practice is rated as good for being well led.

Good



Summary of findings

This rating was given following the comprehensive inspection on 20 June 2017. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-3475114133

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 provider had resolved the concerns for safe and effective services identified at our inspection on 20 June 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-3475114133

Good



People with long term conditions

The provider had resolved the concerns for safe and effective services identified at our inspection on 20 June 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-3475114133

Good



Families, children and young people

The provider had resolved the concerns for safe and effective services identified at our inspection on 20 June 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

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www.cqc.org.uk/location/1-3475114133

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safe and effective services identified at our inspection on 20 June 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

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www.cqc.org.uk/location/1-3475114133

Good



Summary of findings

People whose circumstances may make them vulnerable

The provider had resolved the concerns for safe and effective services identified at our inspection on 20 June 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

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Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safe and effective services identified at our inspection on 20 June 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-3475114133

Good



The Village 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 The Village Medical Centre

The Village Medical Centre, Peel Street, Littleborough, OL15 8AQ provides primary medical services in Littleborough near Rochdale from Monday to Friday. The practice was taken over in February 2017 from a previous provider which was rated Inadequate following a CQC inspection in September 2016.

The practice is now part of GP Care Services Ltd who also provide domiciliary and paediatric phlebotomy services throughout the borough. The practice benefits from high level support and leadership from the provider as well as access to human resources.

At the time of the inspection the surgery was part way through a refurbishment programme to improve its facilities and improve disabled access. At this inspection the refurbishment programme had progressed further and was still underway.

The surgery is open Monday to Friday:

Monday and Tuesday 7.30am to 6.30pm.

Wednesday, Thursday and Friday 8am to 6.30pm.

The Village Medical Centre is situated within the geographical area of Heywood, Middleton and Rochdale Commissioning Group (CCG).

The practice has a Personal Medical Services (PMS) contract. The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The Village Medical Centre is responsible for providing care to approximately 4200 patients.

The practice consists of two male GPs and is currently being supported by a female locum doctor covering for maternity leave. There is one nurse prescriber, a clinical pharmacist, a health care assistant and phlebotomist. The practice is supported by a practice manager and an administration team that includes receptionists.

When the practice is closed patients are directed to the out of hour's service which is provided by BARDOC.

The practice belongs to a group of local practices who provide access to a GP and practice nurse at evenings and weekends.

Why we carried out this inspection

We undertook a comprehensive inspection of The Village Medical Centre on 20 June 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the key areas of safe and effective. The full comprehensive report following this inspection in April 2017 can be found on our website www.cqc.org.uk/location/1-3475114133.

We undertook a follow up focused inspection of The Village Medical Centre on 29 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

Following the inspection on 20th June 2017 the practice supplied an action plan telling us how they would ensure they meet the requirements to provide safe and effective care and treatment.

We carried out an announced visit on 29th September 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

The practice was previously inspected on 20 June 2017. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated as requires improvement within the key question safe as the practice was not meeting the legislation at that time;

At this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements

Evidence submitted included:

- A policy for the collection of controlled drug prescriptions which included a log sheet of the date and time of collection, prescription details, the person collecting the prescription and their signature and the member of staff giving the prescription out. The computer system was also coded
- A protocol for unmatched laboratory reports showing the daily instructions to follow

Are services effective?

(for example, treatment is effective)

Our findings

The practice was previously inspected on 20 June 2017. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated as requires improvement within the key question effective as the practice was not meeting the legislation at that time;

At this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements

Evidence submitted included:

- Minutes of clinical and administration meetings where complaints and significant events were discussed
- Agendas of meetings showing standing items for discussion including complaints and significant events

Are services caring?

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key questions safe and effective. 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

www.cqc.org.uk/location/1-3475114133

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key questions safe and effective. 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

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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 systems and processes within the key questions safe and effective. 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

www.cqc.org.uk/location/1-3475114133