

Littletown Family Medical Practice

Inspection report

53 Manchester Road
Oldham
Greater Manchester
OL8 4LR
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www.littletownfamilymedical.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 inspected Littletown Family Medical Practice, 53 Manchester Road, Oldham OL8 4LR on 12 February 2019 as part of our inspection programme. The practice was given an overall rating of inadequate with the following key question ratings:

Safe – Inadequate

Effective – Requires improvement

Caring – Requires improvement

Responsive – Requires improvement

Well-led – Inadequate.

Requirement notices were issued in respect of breaches of Regulation 10 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (dignity and respect) and Regulation 16 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (receiving and acting on complaints). A warning notice was issued in respect of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance).

Following being placed into special measures the practice went through a period of uncertainty. This included one of the two long-term partners formally leaving the partnership.

On 3 July 2019 we carried out a follow-up inspection to check the requirements of the Regulation 17 warning notice had been met. At that stage, although we saw some improvements had started to be made, further work was required.

This inspection was carried out on 23 October 2019. This was a full follow up inspection carried out six months after the report placing the practice into special measures was published.

At this inspection we found that improvements had been made under each of the key questions and all the requirements of the requirement notices and warning notice had been met. The practice is now rated as good overall. All key questions are rated good. The population group working age people (including those recently retired and students) is requires improvement due to cervical screening data, and all other population groups are rated as good.

At this inspection we found:

- The practice had changed the use of two clinical consultation rooms to ensure the privacy of patients.
- The practice had implemented a new complaints procedure. We saw that all complaints were recorded, investigated, discussed and appropriately responded to. Reviews of complaints also took place.
- The arrangements for managing risks had improved. For example, the fire policy was now practice specific and actions required following a fire risk assessment had been implemented. There was a greater understanding of the infection control audit process and required improvements were made and monitored, and a cold chain protocol was put in place and monitored.
- The process for managing significant events had improved, with all significant events being documented, discussed and investigated, with learning taking place when required. Significant events were reviewed in a timely manner.
- Policies had been updated to ensure they were personalised to the practice and being followed.
- The training programme had been overhauled. A new system of recording training had been implemented and staff had completed training as required. The practice had a mixture of on-line and face to face training.
- The practice had implemented a system for checking that the medical indemnity insurance and professional registration of clinicians was up to date.
- The practice held evidence of Disclosure and Barring Service (DBS) checks for all staff as appropriate.
- The practice had implemented a programme of appraisals and supervision for all staff. Personal development plans had been put in place.
- The practice had updated the way they dealt with complaints. We saw that all complaints were documented and investigated, with appropriate responses being issued. Complaints were discussed in meetings and learning actions were monitored.
- The patient participation group (PPG) had started to have regular meetings. Feedback from the PPG regarding their involvement with the practice and them being able to make suggestions was positive.
- The practice had an open surgery each morning and all patients attending before 10am were seen. Children were also seen on the day when required.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

Overall summary

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)	Requires improvement 
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. It also included a GP specialist advisor and a practice manager advisor.

Background to Littletown Family Medical Practice

Littletown Family Medical Practice is located at 53 Manchester Road, Oldham, OL8 4LR. This is a purpose-built practice.

The practice is registered with the CQC to carry out the regulated activities diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 4363 patients. The practice is a member of Oldham Clinical Commissioning Group (CCG).

There is an individual female GP at the practice, as the other partner formally left the partnership following the February 2019 inspection. The GP is in the process of updating their CQC registration. There are also three salaried GPs, two female and one male. There is a practice nurse, a healthcare assistant and a phlebotomist. There is a practice manager supported by an assistant manager, administrative and support staff.

In addition to the extended hours operated by the practice on a Monday evening, the CCG has commissioned an extended hours service, which operates between 6.30pm and 9pm on week nights and from 10am until 2pm at weekends at three hub locations across Oldham borough.

The patient age profile for the practice is in line with the CCG average. Life expectancy for males is 75 years, which is below the CCG average of 76 years and the national average of 79. Life expectancy for females is 79 years, which is below the CCG average of 80 and the national average of 83. Information published by Public Health England, rates the level of deprivation

within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The National General Practice Profile states that 46.1% of the practice population is from a black and minority ethnic (BME) background.