

# Hopwood House Medical Practice

## Inspection report

Lees Road  
Oldham  
OL4 1JN  
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hopwood-house-medical-practice.co.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 House Medical Practice on 24 January 2020 as part of our inspection programme. This was the first inspection of the practice under its current registration.

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 requires good overall and for all the key questions.**

All the population groups were rated as **good**.

We rated the practice as **good** for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We rated the practice as **good** for providing effective services because:

- Patients received effective care and treatment that met their needs.

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the practice as **good** for providing responsive services because:

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

We rated the practice as **good** for providing well-led services because:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Regularly check the relevant information for locum GPs is held.
- Consider offering health checks for carers.
- Have an accurate record of vulnerable and looked after children.
- Amend the process for managing significant events, so all records are clear and learning is documented.
- Clearly document complaints and send responses using the template that is in place.
- Document discussions around Central Alerting System alerts.

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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector and also included a GP specialist advisor.

## Background to Hopwood House Medical Practice

Hopwood House Medical Practice is located at Lees Road, Oldham, OL4 1JN. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Hopwood House Medical Practice is a member of NHS Oldham Clinical Commissioning Group (CCG) and provides services to 5,559 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a single-handed female GP who registered with the CQC in January 2019. The practice employs two male salaried GPs and a long-term male locum GP. The

practice also employs an advanced nurse practitioner. Two advanced care practitioners who were previously paramedics, two practice nurses and a healthcare assistant. There is a practice manager and several administrative and reception staff.

There are higher than average number of patients under the age of 39, in common with the characteristics of the Northern City area, and fewer patients aged over 45 than the national average. The National General Practice Profile states that 70% of the practice population is from a white background and 26% as Asian. Information published by Public Health England, rates the level of deprivation within the practice population group as two, 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 is in line with the CCG average and slightly below the national average.