

St Andrews House Medical Centre

Inspection report

Stalybridge Resource Centre

2 Waterloo Road

Stalybridge

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www.standrewshousemedicalcentre.co.uk

Date of inspection visit: 21 July 2022

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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?		Requires Improvement	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at St Andrews House Medical Centre on 21 July 2022. Overall, the practice is rated as good.

The key questions are rated as:

Safe - Requires improvement

Effective – Good

Caring - Good (rating awarded at the inspection June 2016)

Responsive - Good (rating awarded at the inspection June 2016)

Well-led – Good

The provider was last inspected June 2016 and was rated Good overall and in all of the key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for St Andrews House Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated good and outstanding to test the reliability of our new monitoring approach. This included focusing on the key questions safe, effective and well led. Caring and responsive were not inspected.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews by telephone and using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- Gaining feedback from staff using staff questionnaires
- A shorter site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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

We found that:

- The practice in the main 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centre care

Following this inspection, we have rated the practice **requires improvement** for providing safe services. The practice did not have effective systems in place for the appropriate and safe use of medicines. Following the inspection the practice provided details of the action they planned to take to improve, for example, they have developed a management plan to address concerns raised in safe, which included developing an overarching governance systems to monitor the safe use of medicines.

We found one breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

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

- Monitor the additional protected learning session set up to enable staff to complete mandatory training and training required to maintain and develop clinical competences.
- Work with staff to develop a shared approach to communication.
- Formalise process to ensure regular consultations audits are completed to assess ongoing clinical competences.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to St Andrews House Medical Centre

St Andrews House Medical Centre is located in Stalybridge at:

Stalybridge Resource Centre,

Stalybridge,

Tameside

SK15 2AU

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

The practice is situated within Greater Manchester Integrated Care Systems (ICS) - Tameside and delivers General Medical Services (GMS) to a patient population of about 5246. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices, Stalybridge Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the third decile (Three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 4% Asian, 94% White and 2% other.

The age distribution of the practice population differs from that of local and national averages, for example, there are more older patients (20.4%) registered at the practice compared to England average (17.7%).

There is a team of three GP partners, an advanced nurse practitioner, a practice nurse and a health care assistant. The clinical team are supported at the practice by a practice manager and a team of secretarial, administrative and reception staff.

St Andrews medical centre is a training practice, accredited by the North Western Deanery of Postgraduate Medical Education and has GP specialist trainees (GPST) working within the practice.

The practice is open between from 8am to 6:30pm Monday to Wednesday and 7:30am to 6:30pm Thursday and Friday. The practice offers a range of appointment types including book on the day, telephone consultations, online consultations and advance appointments.

Extended access is also provided locally by gtd Healthcare from within the same premises, where late evening and weekend appointments are available. Out of hours services are also provided by gtd Healthcare.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The provider had failed to assess the risks to the health and safety of service users receiving the care or treatment and had not done all that is reasonably practicable to mitigate any such risks and there was a lack of systems in place for proper and safe management of medicines.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	