

Ashcroft Surgery

Quality Report

803 Stockport Road
Levenshulme
Manchester
M19 3BS
Tel: 0161 224 1329
Website: www.theashcroftsurgery.co.uk

Date of inspection visit: 10 January 2017
Date of publication: 25/01/2017

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

We undertook this focused inspection of Ashcroft Surgery on 10 January 2017 for one area 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 previously inspected on 6 and 11 August 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, overview of safety systems and processes was identified as requires improvement,

as the practice was not meeting the legislation at that time; Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

- The registered person did not ensure all aspects of the practice were cleaned at appropriate intervals, and that the cleaning schedule reflected the needs of the practice.

On this inspection we reviewed a range of documents and inspected the premises which demonstrated they were now meeting the requirements of Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

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.

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

Evidence we reviewed included information on cleaning schedules and checks.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

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 inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



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

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



People with long term conditions

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

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



Families, children and young people

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

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



Working age people (including those recently retired and students)

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 inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspections of 6 and 11 August 2015 A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

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 inspections of 6 and 11 August 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-542882624>

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any patients who use the service.

Ashcroft Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector who reviewed and analysed the evidence provided at the time of the inspection and inspected the premises.

Background to Ashcroft Surgery

Ashcroft Surgery is a purpose built GP practice situated on a main road in the Levenshulme area of Manchester. There are two floors with consultation rooms on both. There is a passenger lift available so all areas are accessible to people with mobility issues. There is ramped access to the building, and there is a car park to the rear of the building.

The practice contracts with NHS England to provide Personal Medical Services (PMS) to the patients registered with the practice. At the time of our inspection 8095 patients were registered. There was a higher than average proportion of patients in the 25 to 39 age range, and lower than average proportion of patients over the age of 45. The practice is in an area of high deprivation.

There are four GP partners (two male and two female) at the practice. There are also two practice nurses, two phlebotomist/healthcare assistants, a practice manager and administrative and reception staff.

The practice is open from 7.15am until 6.00pm on Mondays, Tuesdays and Thursdays and from 8.00am until 6pm 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 provider.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 6 and 11 August 2015. At this inspection, within the key question safe, cleaning systems and processes were identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

This inspection was a planned focused inspection to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspections on 6 and 11 August 2015 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

We carried out an announced visit on 10 January 2017. A CQC inspector reviewed and analysed the evidence provided by the practice, inspected the premises and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 6 and 11 August 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, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

- The registered person did not ensure all aspects of the practice were cleaned at appropriate intervals, and that the cleaning schedule reflected the needs of the practice.

On this inspection we reviewed a range of documents and inspected the premises which demonstrated they were now meeting the requirements of Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes 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 web site

<http://www.cqc.org.uk/location/1-542882624>

Are services caring?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes 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 web site

<http://www.cqc.org.uk/location/1-542882624>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes 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 web site

<http://www.cqc.org.uk/location/1-542882624>

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 safety systems and processes 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 web site

<http://www.cqc.org.uk/location/1-542882624>