

Stonehill Medical Centre

Quality Report

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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

We carried out an announced comprehensive inspection at Stonehill Medical Centre on 9 September 2016. The overall rating for the practice was good, with a rating of requires improvement in the safe domain. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Stonehill Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 23 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 9 September 2016. This report covers our findings in relation to those requirements.

Overall the practice remains rated as good and the safe domain is now rated as good.

Our key findings were as follows:

- All clinical rooms were locked with a keypad lock to prevent entry when unoccupied.
- All patient information was secure.
- All medicines and patient samples were kept securely.
- Sharps bins were not over-filled.
- Policies were in place regarding the above and regular checks were carried out to ensure compliance with the policies.

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.

- All clinical rooms had a keypad lock to prevent entry when unoccupied.
- All patient information, clinical samples, prescriptions, medicines and medical equipment were stored securely.
- Policies were in place around the security of rooms and items stored within them.
- Regular checks were in place to ensure compliance with the policies.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 9 September 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 9 September 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

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 9 September 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

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

This rating was given following the comprehensive inspection 9 September 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

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 inspection 9 September 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

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 inspection 9 September 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

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 inspection 9 September 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

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 inspection 9 September 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

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 inspection 9 September 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

people with dementia).

This rating was given following the comprehensive inspection 9 September 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Stonehill Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC lead inspector carried out this inspection.

Background to Stonehill Medical Centre

Stonehill Medical Centre is located in the Farnworth area of Bolton. Consulting rooms are all accessible to patients with a disability and there is a car park with space for disabled parking. There is also a branch surgery (under the same registration as Stonehill Medical Centre), Highfield Surgery, also in Farnworth. This is also accessible and there is street parking outside. Patients are able to make appointments at the surgery of their choice.

At the time of our inspection there were approximately 13,800 patients registered with the practice. The practice is a member of by NHS Bolton Clinical Commissioning Group (CCG). The practice delivers commissioned services under the General Medical Services (GMS) contract.

The practice is in a deprived area, in the second most deprived decile. There is a lower than average life expectancy. The life expectancy for males is 75 years (CCG average 77 years and national average 79 years) and the female life expectancy is 79 years (CCG average 81 years and national average 83 years). The practice age and gender profile is similar to the national averages, as are the proportion of patients registered who have a long standing health

There are six GP partners, two male and four female. There are six salaried GPs, two male and four female. There is also

a nursing team made up of nurse practitioners, practice nurses, assistant practitioners and a phlebotomist. There is a practice manager and a team of administrative and reception staff.

Stonehill Medical Centre is open:

Monday 8am - 8.15pm

Tuesday 8am – 8pm

Wednesday 7am – 6.30pm

Thursday 8am – 6.30pm

Friday 8am – 6.30pm

Appointments are available at various times while the practice was open.

Highfield Surgery (the branch site) is open from 9am until 12 noon and 2pm until 5pm on Mondays, Tuesdays, Thursdays and Fridays. It is open from 9am until 12 noon on Wednesdays.

Weekend appointments were available two hubs within the GP Federation area.

The practice is a teaching and training practice for medical students and registrars.

There is an out of hours service available provided by BARDOC via NHS 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Stonehill Medical Centre on 9 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with the safe domain being rated as requires improvement. The

Detailed findings

full comprehensive report following the inspection in September 2016 can be found by selecting the 'all reports' link for Saddleworth Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Stonehill Medical Centre on 23 August 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 in respect of providing safe services.

How we carried out this inspection

Following the inspection on 9 September 2016 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.

We carried out an announced visit on 23 August 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

At our previous inspection on 9 September 2016, we rated the practice as requires improvement for providing safe services due to issues around consulting rooms containing patient information, clinical supplies and clinical samples being kept unlocked when unoccupied.

Our inspection of 23 August 2017 found that the required improvements had been carried out and the practice is now rated as good.

Overview of safety systems and process

Following our inspection in September 2016 all clinical rooms in both surgeries were fitted with keypad locks. This gave assurance that patient information held on a temporary basis in clinical rooms was secure. In addition other items in rooms, such as blank prescriptions, medicines, clinical samples and clinical equipment were kept securely and not accessible to patients. We saw sharps bins were not over-filled.

Policies had been developed and put in place to provide instructions regarding the new procedures. In addition, checks were regularly carried out, formally and on an ad hoc basis, to ensure the policies were complied with.

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/search/services/doctors-gps>

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/search/services/doctors-gps>

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/search/services/doctors-gps>

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/search/services/doctors-gps>