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# GTD Healthcare Head Office

## Inspection report

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### 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 

### Overall summary

We carried out an announced comprehensive inspection at gtd healthcare Head Office on 6 and 7 February 2017. The overall rating for the service was Good with Well led as requires improvement. The full comprehensive report on the February 2017 inspection can be found by selecting the 'all reports' link for gtd healthcare Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At that inspection the area that required improvement was well led:

- We found staff were not always aware of the availability of information, such as names of lead roles and some policies and procedures. Some clinical staff

were not aware of the quality monitoring processes in place and could not articulate any improvements identified. Staff couldn't always access required information such as policies and procedures.

This most recent inspection was an announced focused inspection carried out on 8 March 2018 to confirm that the service had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 6 and 7 February 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

# Summary of findings

Overall the service remains rated as Good and 'well led' is now also rated as Good.

Our key findings were as follows:

- We saw that all staff, across the different sites had access to and participated where appropriate in audits and learning was communicated via various means.
- Staff now had access to policies and procedures at all times and those staff working remotely had access to printed copies and summaries of key policies and procedures should they not have access to the provider intranet.

- We saw details of staff in lead roles which was accessible to all staff via induction, displays in key locations and the provider intranet.
- Child safeguarding training records were maintained for all staff and this was monitored on a monthly basis and they were issued with reminders when training was due for renewal.






**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

<b>Are services safe?</b>	<b>Good</b>	
<b>Are services effective?</b>	<b>Good</b>	
<b>Are services caring?</b>	<b>Good</b>	
<b>Are services responsive to people's needs?</b>	<b>Good</b>	
<b>Are services well-led?</b>	<b>Good</b>	

# GTD Healthcare Head Office

## Detailed findings

### Background to this inspection

gtd healthcare is a not for profit provider of primary care, urgent care and out-of-hours dental services across North West England. The gtd healthcare Head Office is at 2 The Forum, Tameside Business Park, Windmill Lane, Denton, M34 3QS.

At the time of the inspection there were eight satellite centres where services are provided from which include:

- Ashton–Under–Lyne based at Ashton Primary Care Centre, Old Street, Ashton Under Lyne, OL6 7SF.
- Oldham based at Royal Oldham Hospital, (Entrance A, Fracture Clinic), Rochdale Road, OL1 2JH.
- North Manchester based at North Manchester General Hospital, (Outpatient Department), Delaunays Road, Crumpsall, Manchester, M8 5RB.
- Central Manchester based at Manchester Royal Infirmary, (T&O Fracture Clinic), Oxford Street, Manchester, M13 9WL.
- South Manchester based at Wythenshawe Hospital, (Near A&E), Southmoor Road, Manchester, M23 9LT.
- Southport based at Southport District General Hospital, (Separate building 10m past A&E on right), Town Lane, Kew, Southport, PR8 6PN.
- Litherland based at Litherland Health Centre, Hatton Hill Road, Litherland, Liverpool, L21 9JN.

- Formby based at Formby Clinic, Philips Lane, Formby, L37 4AY.

For the purposes of this inspection we inspected the head office.

The service is contracted by four local clinical commissioning groups (CCGs) to provide OOH primary medical services to registered patients and those requiring immediately necessary treatment when GP practices are closed which includes overnight, during weekends, bank holidays and when GP practices are closed for training. These include, Southport & Formby and South Sefton CCG's, the Manchester CCG's, Tameside & Glossop CCG and Oldham CCG. The service employs a range of permanent and bank staff. Roles include advanced nurse practitioners, nurse prescribers, nurses, reception staff, care co-ordinators, drivers, health care assistants and managers. The service also employs locum and sessional GPs.

Patients accessed the service via NHS 111. The service did not see 'walk in' patients. Those that came in were told to ring NHS 111, unless they needed urgent care in which case they would be stabilised before being referred to the most appropriate service such as the accident and emergency department. Patients may be seen by a clinician, receive a telephone consultation or a home visit, depending on their needs.

# Are services safe?

## Our findings

We carried out an announced comprehensive inspection at gtd healthcare Head Office on 6 and 7 February 2017 where

we rated safe as good. The full comprehensive report on the February 2017 inspection can be found by selecting the 'all reports' link for gtd healthcare Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services effective?

(for example, treatment is effective)

## Our findings

We carried out an announced comprehensive inspection at gtd healthcare Head Office on 6 and 7 February 2017,

where we rated effective as good. The full comprehensive report on the February 2017 inspection can be found by selecting the 'all reports' link for gtd healthcare Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services caring?

## Our findings

We carried out an announced comprehensive inspection at gtd healthcare Head Office on 6 and 7 February 2017 where

we rated caring as good. The full comprehensive report on the February 2017 inspection can be found by selecting the 'all reports' link for gtd healthcare Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

We carried out an announced comprehensive inspection at gtd healthcare Head Office on 6 and 7 February 2017,

where we rated responsive as good. The full comprehensive report on the February 2017 inspection can be found by selecting the 'all reports' link for gtd healthcare Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).



# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action?)

## Our findings

At our previous inspection on 6 and 7 February 2017, we rated the service as requires improvement for providing well-led services as there was no overarching governance structure.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 8 March 2018. The service is now rated as good for being well-led.

Our key findings were as follows:

- We saw that all staff, across the different sites had access to and participated where appropriate in audits and learning was communicated via various means. We saw the new electronic audit system was now in place and we were provided with examples of audits conducted including individual audits of clinician's consultations. Results of audits were summarised for all staff in quarterly governance reports which were available on the provider intranet and emailed to staff. They also planned on producing an annual report which would be available online and in printed form for staff to have easy access to the information.
- Staff now had access to policies and procedures at all times and those staff working remotely had access to

printed copies and summaries of key policies and procedure should they not have access to the provider intranet. We noted the intranet connectivity issues identified at the inspection on 6 and 7 February had been resolved enabling all staff, regardless of location could access policies and procedures. The provider also carried out location/vehicle audits to ensure printed documents were up to date.

- We saw details of staff in leads roles was accessible to all staff via induction, displays in key locations and on the provider intranet. The 'Our People' information included a profile and photographs of the individuals in lead roles, e.g. Safeguarding Leads, Infection Control Leads. We also saw that profiles and biographies of staff in lead roles were be shared in e-bulletins and a quiz had been developed to engage staff during team meetings to test knowledge of the key roles and people within the organisation.
- Child safeguarding training records were maintained for all staff and this was monitored on a monthly basis and they were issued with reminders when training was due for renewal. All new staff were either required to provide evidence of recent training which would be added to their training record or required to complete training to the appropriate level during induction.