

# The Lakes Medical Practice

## Inspection report

The Lakes Medical Centre  
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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.

# Overall summary

On 5 January 2018 we carried out a full comprehensive inspection of The Lakes Medical Practice. This resulted in a Warning Notices being issued against the provider on 13 February 2018. The Notices advised the provider that the practice was failing to meet the required standards relating to Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Good

Governance and Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Safe Care and Treatment. A copy of this report can be found on our website:

On 24 April 2018 we undertook a focused inspection to check that the practice had met the requirements of the Warning Notices. At this inspection we found that improvements had been made and the provider was now compliant with the breaches identified in the warning notices. In particular we found that:

- The service now had a process in place to deal with patient safety alerts and was able to show that recent alerts had been acted on.

- Administration staff were clear on their responsibilities with regards to triaging and understood that all requests for an appointment had to be seen by a GP.
- All electrical equipment had now been PAT tested and regular checks on emergency equipment was carried out. The defibrillator now had in date pads.
- Practice policies were stored on the practice's shared drive and easily accessible to all staff.
- Regular team meetings were being held and significant events were a set agenda item.
- The practice now held a record of all fire safety checks and a log book was in place to keep track of blank prescriptions.

The rating awarded to the practice following our full comprehensive inspection 5 January 2018 of 'inadequate' remains unchanged. The practice will be re-inspected in relation to their rating in the future.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

## Our inspection team

Our inspection team was led by a CQC lead inspector and also included an additional second CQC inspector.

## Background to The Lakes Medical Practice

The lakes Medical Centre provides primary medical services at 21 Chorley Road, Swinton, M27 4AF.

The practice has three GP partners, two male and one female and three salaried GPs, one female and two male. The nursing team consists of a nurse practitioner (male), two practice nurses (female) a health care assistant and a phlebotomist. The clinical staff are supported by an administration team made up of a practice manager and reception staff. The lakes medical centre is a teaching practice and has a GP trainee.

The Lakes Medical Centre provides care to over 9300 patients. The age population is similar to the national average but with a slightly higher proportion of adults aged from 25-34.

The practice's level of deprivation is rated four out of 10 on the Indices of Multiple Deprivation (IMD) decile (the lower the IDM, the more deprived an area is). The average life expectancy for males at the practice is 79 years and 83 years for females.

Outside of normal opening hours, patients would be diverted to the NHS 111 service.

## Are services safe?

We did not inspect the safe domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 13 February 2018.

- The service now had a process in place to deal with patient safety alerts and was able to show that recent alerts had been acted on.
- Administration staff were clear on their responsibilities with regards to triaging and understood that all requests for an appointment had to go through a GP.
- All electrical equipment had now been PAT tested and regular checks on emergency equipment were carried out. The defibrillator now had in date pads.
- Significant events now contained information to be able to trace back to any patients affected.

## Are services effective?

We did not inspect the effective domain in this inspection.  
We inspected only those aspects mentioned in the Warning  
Notice issued on 13 February 2018.

## Are services caring?

We did not inspect the caring domain in this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 13 February 2018.

# Are services responsive to people's needs?

We did not inspect the responsive domain in this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 13 February 2018.

## Are services well-led?

We did not inspect the well-led domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 13 February 2018.

All electrical equipment had now been PAT tested and regular checks on emergency equipment was carried out. The defibrillator now had in date pads.

- Practice policies were stored on the practice's shared drive and easily accessible to all staff. Staff members were able to show us how to access policies when asked.
- Regular team meetings were being held and significant events were a set agenda item. Minutes of the meetings were emailed to staff members and it was a requirement that staff read these.
- The practice now held a record of all fire safety checks and a log book was in place to keep track of blank prescriptions.