

# The Gill 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

This is a focused follow-up inspection of The Gill Medical Centre, for one area within the key question safe. We found the practice to be good in providing safe services. Overall the practice remains rated as good but is now good across all domains.

The practice was previously inspected on 12 July 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection the practice was rated as good overall. However, within the key question safe, the following areas were identified as requiring improvement because the practice was not meeting the legislation at that time:

- The practice did not ensure that all staff had received appropriate training relevant to their role and that the training was suitable for the specific needs of the employee.
- The practice did not have a risk assessment in place relating to health and safety, regarding the storage of records or a risk assessment relating to legionella.

The practice provided us with an action plan detailing how they were going to make the required improvements.

The full comprehensive report following the inspection on the 12 July 2016 is available on our website at [www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

The focused follow up inspection on 6 February 2017 was to confirm the required actions had been completed and award a new rating in the domain of safe, if appropriate.

During the re-inspection on 6 February 2017 the practice showed us evidence which demonstrated the improvements that had been made since the last inspection.

- All relevant staff had undertaken on-line training in the control of substances hazardous to health (COSHH).
- All GP partners and staff had received on-line and face to face training in emergency evacuation procedures.
- The practice had carried out a full fire evacuation drill and planned for this to be carried out on a six monthly basis.
- The practice showed evidence of a legionella risk assessment carried out in August 2016.
- A process for the receipt and dissemination of NICE guidance and MHRA alerts had been implemented.
- A process for the storage and security of prescription pads had been implemented.

# Summary of findings

- A risk assessment had been carried out by an independent health and safety advisor on the storage of records and was deemed safe and complied with current safety standards.

**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 this inspection we reviewed documentary evidence to demonstrate how they had improved their practises in relation to the overview of safety systems and processes since the last inspection.

Evidence we reviewed included:

- Staff training records
- Risk assessments relating to health and safety and legionella
- The process for the dissemination of NICE guidance and MHRA alerts
- Fire evacuation records and procedure
- Process for the storage and security of prescription pads

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

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 on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

Good



### Are services well-led?

The practice is rated as good for being well led.

Good



# Summary of findings

This rating was given following the comprehensive inspection on 12 July 2016. A copy of the full report following this inspection is available on our website:

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# 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 on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

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 on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

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 on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

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 on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

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 on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

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 inspection on 12 July 2016. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

Good



# The Gill Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

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

## Background to The Gill Medical Centre

The Gill Medical centre is located in Walkden, Manchester. The address of the practice is The Gill Medical Centre, 5 Harriet Street, Walkden, M28 3DR. The practice has limited parking facilities but has good public transport links with bus stops nearby and a train station that has frequent trains into Manchester city centre.

The practice employs four GP partners (two male and two female), as well as a practice nurse (female), a health care assistant (female) a practice manager, reception staff and a practice cleaner. The practice does not use locum GPs.

The practice is a training practice for GP trainees and since the last inspection had been accredited to train foundation year two doctors.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 6pm daily. The practice offers extended opening hours on Friday mornings from 7.30am and on a Wednesday evening until 8pm for working patients who cannot attend during normal opening hours. In addition to pre-bookable appointments that can be booked up to four weeks in advance, urgent appointments are also available for people that needed them. Outside of opening hours, patients are directed to the 111 out of hour's service.

The practice told us that since the last inspection the number of patients registered with them has increased from 5800 patients to 6000 patients and operates under a general medical services contract. The practice has an above average number of working age people and infants compared to the national average.

## Why we carried out this inspection

We undertook a comprehensive inspection of The Gill Medical Centre on 12 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. At this inspection, within the key question safe, staffing was identified as 'requires improvement', as the practice was not meeting legislation at that time.

A copy of the full report following this inspection is available on our website [www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

We undertook a follow up focused inspection of The Gill Medical Centre on 6 February 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.

## How we carried out this inspection

During our visit we reviewed and analysed the following evidence provided by the practice:

- Staff training records
- Risk assessments relating to health and safety and legionella



## Detailed findings

- The process for the dissemination of NICE guidance and MHRA alerts
- Fire evacuation records and procedure
- Process for the storage and security of prescription pads

# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice was previously inspected on 12 July 2016. 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;

- The practice did not ensure that all staff had received appropriate training relevant to their role and that the training was suitable for the specific needs of the employee.
- The practice did not have a risk assessment in place relating to health and safety regarding the storage of records or a risk assessment relating to legionella.

On this inspection we reviewed a range of documents which demonstrated improvements had been made and they were now meeting current legislation.

- All relevant staff had undertaken on-line training in the control of substances hazardous to health (COSHH).
- All GP partners and staff had received on-line and face to face training in emergency evacuation procedures.
- The practice had carried out a full fire evacuation drill and planned for this to be carried out on a six monthly basis.
- The practice showed evidence of a legionella risk assessment carried out in August 2016.
- A process for the receipt and dissemination of NICE guidance and MHRA alerts had been implemented.
- A process for the storage and security of prescription pads had been implemented.
- A risk assessment had been carried out by an independent health and safety advisor on the storage of records and was deemed safe and complied with current safety standards.

# 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

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)

## 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

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# 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

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# 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

[www.cqc.org.uk/location/1-545116667](http://www.cqc.org.uk/location/1-545116667)