

Tottington Medical Practice

Quality Report

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Tottington
Bury
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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 desk top review of evidence supplied by Tottington Medical Practice for one area within the key question safe.

We now found the practice to be rated as good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 12 April 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

The registered person did not ensure the safe storage of medicines. The temperature of the fridges that stored medicines was not monitored regularly.

During the inspection on 23 November 2016 the practice showed us evidence which demonstrated they are now meeting the requirements of Regulation 12 HSCA (RA) Regulations 2014.

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.

In line with agreed time scales the practice supplied documentary evidence to demonstrate how they had improved their practices in relation to the safe management of medicines since the last inspection.

Evidence reviewed included a record of the fridge temperature checks and information about additional monitoring.

Good



Are services effective?

The practice is rated as good for providing effective services.

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

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services caring?

The practice is rated as good for providing caring services.

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

<http://www.cqc.org.uk/location/1-566503816>.

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

<http://www.cqc.org.uk/location/1-566503816>.

Good



Are services well-led?

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

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

<http://www.cqc.org.uk/location/1-566503816>.

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

<http://www.cqc.org.uk/location/1-562570350>.

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

<http://www.cqc.org.uk/location/1-562570350>.

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

<http://www.cqc.org.uk/location/1-562570350>.

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

<http://www.cqc.org.uk/location/1-562570350>.

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

<http://www.cqc.org.uk/location/1-562570350>.

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

<http://www.cqc.org.uk/location/1-562570350>.

Good



Summary of findings

What people who use the service say

As part of this desk top review we did not speak to any patients who use the service.

A comprehensive inspection was undertaken 12 April 2016. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/location/1-562570350>.

Areas for improvement

Tottingon Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence provided.

Background to Tottingon Medical Practice

Tottingon Medical Centre 16 Market Street, Tottingon, Bury, Manchester BL8 4AD is located in Greater Manchester. The practice is located in a modern, single storey purpose built health centre. There is easy access to the building and disabled facilities are provided. There is a car park at the front of the building and a local bus service from Bury town centre.

There are eight GPs working at the practice; five female and three male. All of the GPs are partners and work between five and nine sessions per week. The practice is a GP teaching and training practice. Teaching practices take medical students and training practices have GP trainees and Foundation Year 2 doctors. There is one nurse practitioner, three practice nurses (one with prescribing rights) and two health care support workers. All of the staff are female and work part time. A pharmacist works at the practice one day a week and carries out learning disability reviews. There is a practice manager and a team of administrative staff.

The practice is open between 8 am and 6.30 pm Monday to Friday. Appointments are available from 8 am to 11.20 am and 3 pm to 5.30 pm. Extended hours are from 7 am to 8 am and 6.30 pm to 7.30 pm on a Monday and from 6.30 pm to 7.30 pm a Thursday.

The practice is also part of the Bury extended working hours scheme which means patients can access a designated GP service in the Bury area from 6.30 pm to 8.00 pm Monday to Friday and from 8 am to 6 pm on Saturdays, Sundays and bank holidays.

Patients requiring a GP outside of normal working hours are advised to ring the surgery and they will be directed to the appropriate service at the time, this being either the 111 service or the Bury GP Federation.

The practice has a Primary Medical Services (PMS) contract. The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

There are 12680 patients registered at the practice. 19% of patients are over 65 years, 21% of patients are under 17 years of age and 55% of the patients have a recorded ethnicity.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 23 November 2016. At this inspection, within the key question safe, medicines management was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

This inspection was a planned focused desk top review 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

Detailed findings

2008 (Regulated Activities) Regulations 2010, now amended by the current 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 inspection on 12 April 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 HSCA (RA) Regulations 2014 Safe care and Treatment.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management

A CQC inspector reviewed and analysed the documentary evidence submitted 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 12 April 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

- The registered person did not ensure the safe storage of medicines. The temperature of the fridges that stored medicines was not monitored regularly.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the overview of safety systems and processes since the last inspection.

We saw evidence that showed the practice had procedures in place for monitoring and managing medicines safety:

- There was a record of the fridge temperature checks which included additional checks.
- Additional weekly checks were carried out by one of the GPs and a practice nurse.
- There was a daily nurse rota for checking fridge temperatures which also covered staff holidays.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.

Are services caring?

Our findings

Please note this is a focused follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.

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 follow up 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 at <http://www.cqc.org.uk/location/1-562570350>.