

Medlock Medical Practice Dr Hossain & Dr Chauhan

Inspection report

Failsworth District Centre
Ashton Road West, Failsworth
Manchester
M35 0AD
Tel: 07789454777
medlockmedicalpractice.co.uk

Date of inspection visit: 13 September 2022
Date of publication: 03/11/2022

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 location	Requires Improvement	
Are services safe?	Requires Improvement	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Requires Improvement	
Are services well-led?	Requires Improvement	

Overall summary

We carried out an announced comprehensive inspection at Medlock Medical Practice Dr Hossain and Dr Chauhan on 13 September 2022. Overall, the practice is rated as requires improvement, with the following key question ratings:

Safe - requires improvement

Effective - good

Caring - good

Responsive - requires improvement

Well-led - requires improvement

Following our previous inspection on 6 March 2017, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Medlock Medical Practice Dr Hossain and Dr Chauhan on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. We included all the key questions.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We rated the practice **requires improvement** for providing safe services:

- Medicine reviews were completed without patient involvement and without all the required checks being carried out.

Overall summary

- The system for learning and making improvements when things went wrong was not effective.
- Feedback from staff included that clinicians did not always have the equipment they required.

We rated the practice **good** for providing effective services:

- Patients received effective care and treatment that met their needs.

We rated the practice **good** for providing caring services:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the practice **requires improvement** for providing responsive services:

- Complaints were not used to improve the quality of care.

We rated the practice **requires improvement** for providing well-led services:

- Leaders could not demonstrate they had the capacity to deliver high quality care.
- We saw examples of policies being inaccurate and not being followed.
- We saw examples of systems and processes that were not effective, including the process to manage significant events and complaints.

We found two breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

In addition, the provider should:

- Work towards improving levels of cervical screening.
- Review privacy arrangements for patients in the reception area.

We found an area of outstanding practice:

- The practice had 200 asylum seekers registered at the practice who lived a distance away in a hotel. To accommodate their specific needs, they had a weekly surgery at the accommodation where a clinical pharmacist who spoke several languages attended. We were provided with examples of how this approach had a positive impact on patients.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Medlock Medical Practice Dr Hossain & Dr Chauhan

Medlock Medical Practice Dr Hossain and Dr Chauhan is located in Oldham at:

Failsworth District Centre

Ashton Road West

Failsworth

Manchester

M35 0AD

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice delivers a General Medical Services (GMS) contract to a patient population of 7319 at the time of inspection. This is part of a contract held with NHS England. The practice is part of the Oldham locality of the Greater Manchester Integrated Care Board.

Information published by Public Health England shows that deprivation within the practice population group is in the second decile out of 10. The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 91% White, 5% Asian and 4% Mixed, Black or Other.

There is a team of two GP partners (both male) and two salaried GPs (both female). There is a practice nurse, a clinical pharmacist and a physician associate. There is a Registered Manager (who works as a manager in this practice and other practices), an Operations Manager and an office manager, and they are supported by a team of administrative staff.

A company called Beacon GP Care Ltd provides corporate and clinical governance for the practice. Beacon GP Care is a not-for-profit organisation that supports individual GP practices. Beacon GP Care Ltd is not a CQC registered provider, and Medlock Medical Practice Dr Hossain and Dr Chauhan Street is a separate legal entity to Beacon GP Care Ltd.

The practice is open from 7am until 6.30pm Monday to Thursday and 8am until 6.30pm on Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Oldham seven-day access scheme.

The practice is a training practice.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered person had not carried out assessments of the risks to the health and safety of service users of receiving care or treatment. In particular:</p> <ul style="list-style-type: none">• Four of the five medicine reviews had been completed without patient involvement. Three of these had been coded without all the repeat medicines being reviewed. Some ongoing monitoring processes had not been checked. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none">• The system for learning and making improvements when things went wrong was not effective.• Complaints were not used to improve the quality of care.• Leaders could not demonstrate capacity to deliver high quality care.• There were examples of policies being inaccurate or not being followed.

This section is primarily information for the provider

Requirement notices

This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.