

# Lindley Medical Practice

## Inspection report

Ground Floor, Integrated Care Centre  
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Date of inspection visit: 30 June 2022

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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 location

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 inspection at Lindley Medical Practice on 30 June 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

This inspection was a comprehensive inspection which included a site visit. The inspection was carried out following changes to the practice registration in March 2020, after the existing provider changed its legal entity. It had a previous inspection in 2016 under the previous legal provider.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Using questionnaires sent to staff prior to the on-site visit
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter 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 found that:

# Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to respond to and meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

During the inspection we noted outstanding features including:

- Supporting refugees to have access to healthcare, and ensuring they are responding to the complex health care needs by offering extended appointments and working closely with local refugee organisations and translators, so patients have access to written information.
- The practice undertook training with a charity and are signed up as a 'Homeless Friendly' practice. The practice worked closely with 'Street Angels' a local group in Oldham that support the homeless. Staff have provided outreach clinics with the charity, providing basic health checks and given flu vaccines to homeless people who have not registered with a GP. They also used the opportunity to encourage people to register with the practice to enable them to access ongoing healthcare.

Whilst we found no breaches of regulations, the provider **should**:

- Monitor the systems put in place to improve uptake of cervical screening.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 Lindley Medical Practice

Lindley Medical Practice is in Oldham at:

Ground Floor, Integrated Care Centre

New Radcliffe Street

Oldham

OL1 1NL

The practice is part of gtd healthcare, a not for profit provider of primary care, urgent care and out-of-hours dental services across North West England.

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

The practice is situated within the Oldham Clinical Commissioning Group (CCG) and delivers Alternative Primary Medical Services (APMS) to a patient population of about 3586. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices, Oldham central primary care network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (One 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 28% Asian, 66% White, 3% Black, and 3% Mixed.

The age distribution of the practice population differs from that of local and national averages, for example, there are fewer older patients (6%) registered at the practice compared to England average (17.4%) and a higher than average young population (31%) compared to England average (20%)

There is a team of GPs (one salaried GP, GP registrar who is supported by the salaried GP and long term locum GP), two advanced clinical practitioners, a senior clinical practitioner (practice nurse), assistant practitioner and a locum pharmacist. The clinical team are supported at the practice by an operations manager, senior administrators and a team of reception/administration staff. The practice also has access to support from the gtd healthcare head office team, including human resources, medicines management and clinical leadership for guidance and support.

The practice is open between 8am to 6:30pm Monday to Friday and Saturday 8am - 12pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is also provided locally by gtd healthcare from the neighbourhood hub, where late evening and weekend appointments are available. Out of hours services are also provided by gtd healthcare.