

# Dr Rachel Tomalin

## Inspection report

20 Meyer Street  
Cale Green  
Stockport  
Greater Manchester  
SK3 8JE  
Tel: <xxxx xxxxx xxxxxx>  
[www.calegreensurgery.co.uk](http://www.calegreensurgery.co.uk)

Date of inspection visit: 25 September 2018  
Date of publication: 22/10/2018

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



# Overall summary

We undertook a comprehensive inspection at Dr Rachel Tomalin (Cale Green Surgery) on 25 April 2018. The overall rating for the practice was good, although the practice was rated as requires improvement for providing safe care and treatment. The full comprehensive report for the 25 April 2018 inspection can be found by selecting the 'all reports' link for Dr Rachel Tomalin on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This desk top review was carried out on 25 September 2018. We reviewed evidence submitted by the practice which demonstrated the practice had carried out their plan to meet the requirements in relation to the breach identified in relation to Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

The practice is now rated as good for providing safe care and treatment, and overall the practice is rated as good.

Our key findings were as follows:

The practice had established effective systems and processes to ensure care and treatment was provided in a safe way to patients and in accordance with the fundamental standards of care.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

## Our inspection team

This review was carried out by a CQC lead inspector.

## Background to Dr Rachel Tomalin

Dr Rachel Tomalin (Cale Green Surgery) is located on the outskirts of Stockport and provides general medical services to approximately 3,978 patients.

There is a principal GP, a salaried GP and a long-term locum GP (two female and one male). The GPs are supported by two female practice nurses, a pharmacy advisor, a team of receptionists, administrative staff and a practice manager.

Data available to the Care Quality Commission (CQC) shows the practice serves a population similar in demography to the local and national picture. The number of registered patients suffering income deprivation (affecting both adults and children) is higher than the national average being 27% compared with the local and national figures of 21% and 24% respectively.

The practice is open Monday to Friday between 8am and 6.30pm. Extended hours appointments are offered every

morning from 7.30am (except Thursdays) with appointments available to see either a GP or a nurse. Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hours' service by calling the surgery or viewing the practice website.

The practice runs a number of services for its patients including; chronic disease management, baby clinics, spirometry, new patient checks, smoking cessation, phlebotomy, travel vaccines and advice.

Services are provided from one location at 20 Meyer Street, Cale Green, Stockport, Greater Manchester. SK3 8JE. The practice provides the following regulated activities: treatment of disease, disorder or injury, diagnostic and screening procedures, family planning and maternity and midwifery services.

# Are services safe?

At our previous inspection on 25 April 2018, we rated the practice as requires improvement for providing safe care and treatment as the arrangements in respect of safeguarding, test results, safety alerts and fire safety needed to be improved. These arrangements had significantly improved when we undertook a desk top review on 25 September 2018. The practice is now rated as good for providing safe care and treatment.

## Safety systems and processes

- At our inspection on 25 April 2018 it was identified that the practice did not have appropriate systems to safeguard children and adults from abuse. We conducted a desk based review of the Dr Rachel Tomalin surgery on 25 September 2018 and saw evidence that processes and procedures had been much improved.

## Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

- At our inspection in April 2018 we noted that some aspects of managing risks to patients required improvement. We noted that although staff told us they regularly checked the practice defibrillator, there was no record of this. Staff knew what to do in the event of a fire, however no formal documented fire procedures were in place. When we conducted a desk based review on 25 September 2018 we examined documentation that evidenced sufficient improvements had been made.

## Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

- During our inspection on 25 April 2018, we noted that improvements relating to the delivery of safe care were required. The care records we saw showed that information needed to deliver safe care and treatment was available to staff, however there was no documented approach to managing test results; this meant there could be risk to patients who failed to attend appointments following abnormal or urgent blood test results. When we conducted a desk based review on 25 September 2018 we were provided with evidence that systems were much improved and the management of test results was well structured and well documented.
- During our inspection in April 2018, we noted safety alerts were dealt with appropriately, however there was no formal system for recording them, which meant there was no opportunity for review. During this desk based review we noted that a documented system had been introduced at the practice to enable staff to monitor and review all safety alerts to ensure patients' safety was maintained.

**Please refer to the Evidence Tables for further information.**