

Walkden Medical Practice

Inspection report

2 Hodge Road
Worsley
Manchester
Lancashire
M28 3AT

Tel: 0161 702 5310

www.walkdenmedicalcentre.co.uk

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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?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Walkden Medical Practice as part of our inspection programme. The practice was previously inspected on 15 October 2014 and was rated as outstanding in effective, and good in all other key questions.

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 have rated this practice as requires improvement in safe and good in all other key questions, and good for all population groups.

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

- The practice did not always have clear systems and processes to keep patients safe. This included taking appropriate action on patient safety alerts and ensuring recruitment checks were documented when employing new staff members. The practice informed us after the inspection that they would ensure checks were carried out.

- The practice did not always have oversight of what training locum clinicians had completed. The practice told us after the inspection that they would ensure training was checked.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

The areas where the provider **should** make improvements are:

- The practice should dispose of out of date consumables.
- The practice should consider documenting and formalising appraisals.
- GPs should attend regular vaccine and immunisation update training.

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

Rosey Benneyworth Chief Inspector of General Practice

Population group ratings

| | |
|--|---|
| Older people | Good  |
| People with long-term conditions | Good  |
| Families, children and young people | Good  |
| Working age people (including those recently retired and students) | Good  |
| People whose circumstances may make them vulnerable | Good  |
| People experiencing poor mental health (including people with dementia) | Good  |

Our inspection team

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist adviser.

Background to Walkden Medical Practice

Walkden Medical Practice provides primary medical services at 2 Hodge Road, Worsley, Manchester, M28 3AT. The service operates under a General Medical Services contract.

The practice is registered for the following regulated activities: Surgical Procedures, Diagnostic and Screening, Maternity and Midwifery, Family Planning, and Treatment of Disease, Disorder or Injury.

The practice has six GP partners (two male and four female). The nursing team consists of two practice nurses (female), a health care assistant and a phlebotomist. The clinical staff are supported by an administration team made up of a practice manager and reception staff.

Walkden Medical Practice provides care to over 8516 patients. The age population is mostly of working age. The practice's level of deprivation is rated four out of 10 on the Indices of Multiple Deprivation (IMD) decile (the lower the IMD, the more deprived an area is).

Outside of normal opening hours, patients would be diverted to the NHS 111 service.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is 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 | Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The practice did not ensure that care and treatment is provided in a safe way. In particular: The practice did not always have clear systems and processes to keep patients safe. This included taking appropriate action on patient safety alerts and ensuring recruitment checks were documented when employing new staff members. The practice did not always have oversight of what training locum clinicians had completed. Some actions from the infection control audit had not been completed. |