

# The Mosslands Medical Practice

## Inspection report

Irlam Medical Centre  
Macdonald Road, Irlam  
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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

This practice was first inspected in September 2015 when they were rated good in all key questions. On 13 November 2018 we inspected again as part of our inspection programme and found them to require improvement. The areas for improvement were in the safe, effective, and well-led domains.

We carried out an announced full comprehensive inspection at The Mosslands Medical Practice on 22 August 2019 as part of our inspection programme to check whether the practice had implemented and maintained improvement.

The practice is now rated Good overall and in all population groups but requires improvement in the safe key question.

At this inspection we found:

- Recruitment checks were not always carried out in accordance with the regulations.
- Improvements since the last inspection had been made which included keeping a log of all blank prescriptions, cleaning schedules were now in place for clinical rooms and improvements had been made to access to the practice by the telephone.
- There were systems in place to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- All staff had now received up to date basic life support training.
- The practice now had a risk assessment in place for emergency medicines.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. We saw examples where improvements had been made and care and treatment was delivered according to evidence-based guidelines.
- Systems to manage read coding, prescribing, medical alerts and care planning were improved, and consistency and safety was being maintained.
- The systems to manage medicines safely were improved and were now being consistently applied.
- Staff involved and treated patients with compassion, kindness, dignity and respect. Patients found the appointment system easy to use and reported that they could access care when they needed it.
- The governance structure had improved and encouraged whole team working. Clinical discussions regularly took place and were attended by nurses and communication overall was being consistently disseminated to all staff.

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

- The practice must ensure that persons providing care or treatment to service users had the qualifications, competence, skills and experience to do so safely.

**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

## Population group ratings

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a second CQC inspector.

## Background to The Mosslands Medical Practice

The Mosslands Medical Practice provides primary care services to 9135 patients. The practice delivers services under 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. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder and injury.

Regulated activities are delivered from the following address: Irlam Medical Centre, Macdonald Road, Irlam, M44 5LH.

As part of the inspection, we visited the branch surgery located at: Longfield Lodge Surgery, Liverpool Road, Cadishead, M44 5DX.

There are three partner GPs (two male and one female), two salaried GPs (both female) and an assistant practitioner. They are supported by a nursing and administrative team.

The age profile of the practice population mostly consists of patients aged from 15 years old to 44 years old. Information taken from Public Health England placed the area in which the practice was in the third most deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

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 by NHS 111.

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 registered person did not ensure that persons providing care or treatment to service users had the qualifications, competence, skills and experience to do so safely.  In particular:  Not all clinical locum staff had undergone the relevant recruitment checks.