

Longfield Medical Practice

Quality Report

Prestwich Health Centre
Fairfax Road
Prestwich
Manchester
M25 1BT

Tel: 0161 773 0494

Website: www.longfieldmedicalpractice.co.uk

Date of inspection visit: 25 July 2017

Date of publication: 24/08/2017

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 service

Good



Are services effective?

Good



Are services responsive to people's needs?

Good



Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	4
The six population groups and what we found	5

Detailed findings from this inspection

Our inspection team	7
Background to Longfield Medical Practice	7
Why we carried out this inspection	7
How we carried out this inspection	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Longfield Medical Practice on 10 January 2017. The full comprehensive report on the 10 January 2017 inspection can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk. The overall rating for the practice was good however we rated the practice as requires improvement for providing responsive services as the arrangement in place for managing the following issue was not adequate:

- The availability of non-urgent appointments had not been reviewed in light of patients raising concerns about not being able to get through to the practice by phone in order to book an appointment.

In addition we identified the following issues the service should improve:

- A record was not always kept of clinical staff meetings to ensure issues identified were followed up and monitored.
- Practice specific policies and procedures did not always reflect the practices carried out by staff or identify their source, i.e. National Institute for Health and Care Excellence.

- The mental and physical health care needs of patients with mental health problems were not always monitored closely to ensure their care needs were being fully met.

In line with agreed timescales the practice supplied documentary evidence to demonstrate how they intended to improve their practices in relation to the overview of responsive services since the last inspection.

This inspection was an announced focussed inspection carried out on 25 July 2017 to confirm that the practice had carried out their plan to meet the improvements that we identified in our previous inspection on 10 January 2017.

At this inspection we found that sufficient improvement had been achieved to update the rating for the provision of responsive services to good. This report covers our findings in relation to those improvements.

Our key findings were as follows:

- A record was now kept of clinical staff meetings.
- The physical and mental health care needs of patients with mental health problems were monitored more closely.
- Policies and procedures were currently being reviewed.

Summary of findings

- Additional staff had been recruited and a new telephone system had been installed to improve patient's access to the service.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services effective?

At our previous inspection on 10 January 2017, we rated the practice as good for providing effective services although we identified the following issues that the practice should improve:

- Practice specific policies and procedures did not always reflect the practices carried out by staff or identify their source, i.e. National Institute for Health and Care Excellence.
- A record was not always kept of clinical staff meetings to ensure issues identified were followed up and monitored.
- The mental and physical health care needs of patients with mental health issues were not always monitored closely to ensure their care needs were being fully met.

At this inspection we were informed that one of the GPs now took responsibility for reviewing the practice policies and procedures and this work was ongoing. We saw evidence that clinical staff meetings were now minuted and the physical and mental health care needs of patients with mental health problems were now monitored more closely.

Good



Are services responsive to people's needs?

At our previous inspection on 10 January 2017, we rated the practice as requires improvement for providing responsive services as the arrangements in place for managing the following issue was not adequate:

- The availability of non-urgent appointments had not been reviewed in light of patients raising concerns about not being able to get through to the practice by phone in order to book an appointment.

At this inspection we were informed that additional part time staff had been recruited and a new telephone system had been installed. In light of this change, the practice had undertaken a survey of patient satisfaction rates about how easy it was to access the service. The results of this survey indicated an improvement in patients being able to get through to the practice by phone to book an appointment.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for responsive services identified at our inspection on 10 January 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

The specific findings on these groups can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

Good



People with long term conditions

The provider had resolved the concerns for responsive services identified at our inspection on 10 January 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

The specific findings on these groups can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

Good



Families, children and young people

The provider had resolved the concerns for responsive services identified at our inspection on 10 January 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

The specific findings on these groups can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for responsive services identified at our inspection on 10 January 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

The specific findings on these groups can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for responsive services identified at our inspection on 10 January 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Summary of findings

The specific findings on these groups can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for responsive services identified at our inspection on 10 January 2017 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

The specific findings on these groups can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

Good



Longfield Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Longfield Medical Practice

Longfield Medical Practice, Prestwich Health Centre, Fairfax Road, Prestwich Manchester M25 1BT is a part of the Bury Clinical Commissioning Group. The practice is on the first floor of a purpose built building. Access to the building is level and there is a lift to the first floor. There is local parking and public transport links close to the practice.

There are two male GP partners working at the practice. Both work nine sessions per week. There is one long term female GP locum who works one session per fortnight. There is one nurse prescriber, a practice nurse and a health care support worker. All of these staff are female. The practice is supported by a practice manager and a reception and administration team.

The practice is open between 8.00 am and 6.30 pm Monday to Friday. Appointments are from 9 am to 5.30 pm Monday to Friday. Patients requiring a GP outside of normal working hours are advised to call Bury and Rochdale Doctors On Call (BARDOC) using the surgery number and the call will be re-directed to the out-of-hours service.

The practice has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

There are 5252 patients registered at the practice.

Why we carried out this inspection

We undertook a comprehensive inspection of Longfield Medical Practice 10 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good, although we rated the practice as requires improvement for providing responsive services. The full comprehensive report following the inspection on 10 January 2017 can be found by selecting the 'all reports' link for Longfield Medical Practice on our website at www.cqc.org.uk.

We undertook this announced focussed inspection of Longfield Medical Practice on 25 July 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care in relation to responsive services and the additional issues identified that the practice should improve.

How we carried out this inspection

Following the inspection on 10 January 2017 the practice supplied an action plan with appropriate timescales telling us how they would ensure they made the relevant improvements. In line with their agreed timescale the practice supplied documentary evidence to demonstrate how they had improved their practices in relation to the safe domain.

We carried out a focussed follow up inspection of Longfield Medical Practice on 25 July 2017. This involved looking at information the practice used to deliver care and speaking with the practice manager.

Are services effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 10 January 2017, we rated the practice as good for providing effective services. However, we identified that arrangements in place for the management of practice policies and procedures, the monitoring of the mental and physical health care needs of patients with mental health issues and record keeping of clinical staff meetings should improve:

At this inspection we found that all of these areas had improved.

Effective needs assessment

At our previous inspection on 10 January 2017 we found that practice specific policies were implemented and were available to all staff. Although these were reviewed annually, they did not always reflect the practices carried out as they held only minimal information. The policies did not identify their source, i.e. National Institute for Health and Care Excellence.

At this inspection we were informed that one of the GPs now took responsibility for reviewing the practice policies and procedures and this work was ongoing. We reviewed evidence of three clinical procedures that had been reviewed.

Management, monitoring and improving outcomes for people

At our previous inspection on 10 January 2017 we found that the mental and physical health care needs of patients with mental health issues were not always monitored closely to ensure their care needs were being fully met. At this inspection we found the percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who had a comprehensive, agreed care plan documented in the record in the preceding 12 months had increased from 63% to 92% which was above the national average of 88%.

Coordinating patient care and information sharing

At our previous inspection on 10 January 2017 we found that a record was not always kept of clinical staff meetings to ensure issues identified were followed up and monitored.

At this inspection we saw evidence that the weekly clinical staff meetings were now minuted. A record was kept of the staff who attended the meeting and the issues discussed. There was evidence that staff had reviewed information from previous meetings.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 10 January 2017, we rated the practice as requires improvement for providing responsive services as the arrangements in place for enabling patients to access the service were not implemented well enough.

In line with agreed timescales the practice supplied documentary evidence to demonstrate how they had improved their practices in relation to enabling patient's easier access to appointments.

Access to the service

At the time of our previous inspection the national GP patient survey showed that patient's satisfaction with how they could access care and treatment was below the CCG and national average. For example, 34% of patients said they could get through easily to the practice by phone compared to the CCG average of 69% and the national average of 73%.

At this inspection we looked at the results from the most recent national GP patient survey which took place in

January and February 2017 (published in July 2017). This showed a decrease in patients' satisfaction rates and indicated that 26% of patients said they could get through easily to the practice by phone compared to the CCG average of 70% and the national average of 71%.

In the light of these results, the practice had carried out its own survey of patient satisfaction rates. The results of this survey indicated an improvement on the most recent GP patient survey results:

- A total of 31 patients responded to the survey.
- 19 patients said they found it very easy to get through to the practice by phone
- 12 patients reported that although it took a while to get through to the practice they managed to get through eventually.

We were informed that this improvement was due to a new telephone system being installed which provided more telephone lines, and two part time staff being recruited to work at busy times of the day. The practice manager informed us this issue was being continually monitored to ensure further improvements.