

Farnworth Health Centre

Quality Report

Farnworth Health Centre

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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 service		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	

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Farnworth Health Centre on 20 March 2017. The overall rating for the practice was good however there were improvements required in the key question safe. The full comprehensive report on the 20 March 2017 inspection can be found by selecting the 'all reports' link for Farnworth Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 21 September 2017 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspections. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good and the practice is now rated as good for being 'safe'.

Our key findings at this inspection were as follows:

- We reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.
- The practice had ensured that Patient Group Directions were implemented correctly.
- The practice had ensured that risk assessments to the health and safety of service users were now in place.

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 safe?

The practice is rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how the practice had improved in relation to the key question safe since the last inspection.

- The practice had ensured that Patient Group Directions were implemented correctly.
- The practice had ensured that risk assessments to the health and safety of service users were now in place.
- Blank prescription forms were now locked away overnight.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

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 practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia)

This rating was given following the comprehensive inspection 20 March 2017. A copy of the full report following this inspection is available on our website.

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Farnworth Health Centre

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 Farnworth Health Centre

Farnworth Medical Centre is based in Farnworth Health Clinic and offered services under a General Medical Services contract to 5000 patients in the Farnworth area.

Information published by Public Health England rated the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

According to the data the practice had a lower than national average number of patients over the age of 65 years, but a higher number of those patients (compared to nationally) were affected by income deprivation.

The practice has three GPs (two male and one female), two practice nurses (both female) a practice manager who is supported by a team of administration staff.

Reception was open from 8am until 6.30pm daily and if a GP was required during that time patients would be seen by one of the partners depending on who was on call. We were told by the partners that there was always one of them in attendance at the surgery from 7.30am onwards. Surgery times were 9.00am until 11.30am every day and 2pm until 5.30pm on Monday, Tuesday and Thursday.

Afternoon surgeries started at 12.00noon until 1.30pm on Wednesdays and 1pm until 5.30pm on Fridays. Reception is open 8am until 6.30pm and when the practice was closed, patients were directed to the 111 out of hour's service.

Why we carried out this inspection

We undertook a comprehensive inspection of Farnworth Medical Centre Limited on 20 March 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the key question safe. The report for this inspections can be found by selecting the 'all reports' link for Farnworth Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Farnworth Medical Centre on 21 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

Following the inspection on 20 March 2017 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.

We carried out an announced visit on 21 September 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Detailed findings

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 20 March 2017, we rated the practice as requires improvement for providing safe services as the practice lacked arrangements for risk assessing the health and safety of service users, and the practice did not ensure patient group directions (PGDs) were correctly implemented.

These arrangements had significantly improved when we undertook a follow up inspection on 21 September 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The practice had ensured that Patient Group Directions were implemented correctly and had all be signed by the clinician and authorising member of staff.

- The practice now removed blank prescriptions from printers overnight and these were locked away each evening.

Monitoring risks to patients

There had been improvements made to the procedures for assessing, monitoring and managing risks to patient and staff safety.

- The practice had ensured that risk assessments to the health and safety of service users were now in place. The practice now had a health and safety policy in place to assist staff in keep the service safe. Regular checks were performed which included the testing of fire alarms and performing searches of drug safety alerts.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>