

Tyldesley Health Centre

Quality Report

Tyldesley Health Centre
Poplar Street
Tyldesley
Manchester
M29 8AX
Branch surgery:
Atherton Health Centre
Ormerod House, Nelson Street
Atherton
Manchester
M46 0LE
Tel: 01942 481680
Website:
www.intrahealth.co.uk/surgeries/tyldesley-health-centre
www.intrahealth.co.uk/surgeries/atherton-health-centre

Date of inspection visit: 19 October 2017
Date of publication: 13/11/2017

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 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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	5

Detailed findings from this inspection

Our inspection team	7
Background to Tyldesley Health Centre	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	9

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Tyldesley Health Centre on 18 August 2016. The overall rating for the practice was good however there were improvements required in the key question safe. The full comprehensive report on the 18 August 2016 inspection can be found by selecting the 'all reports' link for Tyldesley Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 19 October 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 remains rated as good and the rating for the key question of 'safe' is now good.

Our key findings at this inspection were as follows:

- We spoke with staff and 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 systems in place to ensure emergency medication and consumables were in date and fit for purpose.
- There was a robust system in place to ensure chaperoning was undertaken in accordance with good practice guidelines.
- Plans were in place to replace carpets in treatment rooms.
- There was an effective system in place for appraisals for all staff.
- The practice included the contact details of organisations in complaints responses that patients can go to should they not be satisfied with the response provided by the practice.

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 systems in place to ensure emergency medication and consumables were in date and fit for purpose.
- There was a robust system in place to ensure chaperoning was undertaken in accordance with good practice guidelines.
- Plans were in place to replace carpets in treatment rooms.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 18 August 2016. A copy of the full report following this inspection is available on our website.

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

On this inspection we spoke with staff and reviewed documentary evidence to demonstrate how they had improved some of their practices in relation to the key question effective since the last inspection.

- There was an effective system in place for appraisals for all staff.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 18 August 2016. 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 18 August 2016. 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

On this inspection we spoke with staff and reviewed documentary evidence to demonstrate how they had improved some of their practices in relation to the key question responsive since the last inspection.

- The practice now included the contact details of organisations in complaints responses that patients can go to should they not be satisfied with the response provided by the practice.

Are services well-led?

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

This rating was given following the comprehensive inspection 18 August 2016. 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

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 18 August 2016. 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 18 August 2016. 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 18 August 2016. 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 18 August 2016. 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 18 August 2016. 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 18 August 2016. A copy of the full report following this inspection is available on our website.

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

Good



Tyldesley 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 Tyldesley Health Centre

Tyldesley Health Centre provides primary medical services in Tyldesley and Atherton in Wigan from Monday to Friday. The surgeries are open Monday to Friday 8am to 8pm and Saturdays 8am to 12pm. Patients have the choice of appointments at both locations.

Appointments at Tyldesley Health Centre are:

Monday 8am to 3:30pm

Tuesday 8am to 11:30am and 1pm to 3:30pm

Wednesday 8am to 11:30am, 12pm to 4:30pm and 5pm to 7:30pm

Thursday 8am to 10:30am, 12pm to 3:30pm and 5pm to 7:30pm

Friday 8am to 1pm and 3:30pm to 5:30pm

Saturday (alternate weeks) 9am to 12pm

Appointments at Atherton Health Centre are:

Monday 8am to 10:30am and 1pm to 3:30pm

Tuesday 8am to 10:30am, 1pm to 3:30pm and 5:00pm to 7:30pm

Wednesday 9:30am to 2:30pm and 5:00pm to 7:30pm

Thursday 8am to 10:30am and 1pm to 3:30pm

Friday 8am to 10:30am and 1pm to 5:30pm

Saturday (alternate weeks) 9am to 12pm

Tyldesley and Atherton are situated within the geographical area of Wigan Clinical Commissioning Group (CCG). The practice is part of IntraHealth, an organisation which has a network of NHS GP practices throughout the UK. The practice has an Alternative Provider Medical Services

(APMS) contract. The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Tyldesley Health Centre is responsible for providing care to 5120 patients. The practice consists of four GPs and one long term locum, three of whom were female. The practice also has a nurse practitioner, two practice nurses and a health care assistant. The practice is supported by a practice manager, reception supervisors, administrators, receptionists and secretaries.

When the practice is closed patients are directed to the out of hours service by calling 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Tyldesley Health Centre on 18 August 2016 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 Tyldesley Health Centre on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up focused inspection of Tyldesley Health Centre on 19 October 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 18 August 2016 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 19 October 2017. A CQC inspector spoke with staff, reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

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 18 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of emergency medication and equipment

These arrangements had significantly improved when we undertook a follow up inspection on 19 October 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The findings of the last inspection showed the provider had not ensured that all emergency medication and consumables were in date. This highlighted the additional need for a more auditable check to ensure stock that becomes out of date was removed from the rooms. The Practice had now implemented a new daily check of all stock in the clinical rooms and an audit book for the stock rooms. All new stock was recorded in the book and expiry dates noted. A management check was carried out monthly of all stock in practice. Each cupboard door now had a stock check sheet attached to it.
- On the last inspection out of date adrenalin was found in a clinical room. The practice took immediate action and removed it. We noted that all adrenaline including

those held in the doctor's bag were now part of the monthly emergency drugs check. All adrenaline kept in the rooms or Doctors bags were now in numbered boxes and recorded on the monthly check sheet.

- On the last inspection it was noted there was not a consistent approach to chaperoning in the practice in that some staff were unaware of their role in the treatment room. However on this inspection we noted that staff had received chaperone training from an external agency and had cascaded this to all staff. This was face to face practical training. The practice had also updated their local policy in support of this.

Arrangements to deal with emergencies and major incidents

- The practice had a defibrillator available on the premises and oxygen with adult and children's masks. The defibrillator was checked daily to ensure it was charged and in working order, visual checks were carried out of the oxygen but this was not recorded. On the previous inspection when we checked the defibrillator we found the pads used for adults were out of date. We noted on this inspection that all pads were in date and fit for purpose. There was a daily check sheet kept with the equipment that also included the expiry date of pads.

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.

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>

On this inspection we spoke with staff and reviewed documentary evidence to demonstrate how they had improved some of their practices in relation to the key question Responsive since the last inspection.

Effective Staffing

- On the previous inspection we saw that appraisals for staff were not implemented in a consistent manner. However, on this inspection we saw evidence that the practice had reviewed their systems and processes for the delivery of appraisals to staff. This included a timetable for appraisals and calendar invites for staff. We saw evidence all staff had either completed their appraisal or had one booked.

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. However we did review elements of 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>

On this inspection we spoke with staff and reviewed documentary evidence to demonstrate how they had improved some of their practices in relation to the key question Responsive since the last inspection.

Listening and learning from concerns and complaints

- The practice kept a complaints log for written and verbal complaints. However, on the previous inspection we noted the letter of response from the practice did not include details of external services such as the Parliamentary and Health Service Ombudsman should the patients not be satisfied with the response. On this inspection we noted these details were now included.

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.

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>