

Littletown Family Medical Practice

Inspection report

53 Manchester Road
Oldham
OL8 4LR
Tel:

Date of inspection visit: 22 April 2022
Date of publication: 18/05/2022

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?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Littletown Family Medical Practice on 22 April 2022. Overall, the practice is rated as **Good** with the following key question ratings:

Safe - **Good**

Effective - **Good**

Caring - **Good**

Responsive - **Good**

Well-led - **Good**

Why we carried out this inspection

This was a full comprehensive inspection due to changes to the registration of the practice.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection included:

- A site visit by the Lead inspector.
- Conducting staff interviews remotely.
- Staff completing questionnaires.
- Completing clinical searches remotely on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

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 Good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Littletown Family Medical Practice

Littletown Family Medical Practice is located at 53 Manchester Road, Oldham, OL8

The provider is registered with CQC to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Littletown Family Medical Practice is a member of Oldham Clinical Commissioning Group (CCG) and provides services to 5,005 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider, who is a female GP, is currently registered as an individual. However, a male GP had recently joined as a partner and they were in the process of amending their CQC registration. There as a male and female salaried GP, a practice nurse, an assistant practitioner and a phlebotomist. They was a practice manager and assistant practice manager, and they were supported by administrative and reception staff.

The practice is in line with the national average of patients' age ranges. The National General Practice Profile states that 54% of the practice population is of white ethnicity, with 42% Asian and 4% black, mixed or other ethnicity. Information published by Public Health England rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, some GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally by IGP Care Ltd, where late evening and weekend appointments are available. Out of hours services are provided by Go to Doc Ltd.

The practice is a teaching and training practice for medical students and trainee doctors.