

Partington Family Practice

Inspection report Address: Partington Health Centre Central Road Partington Manchester M31 4FY

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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?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Partington Family Practice on 24 August 2018 as part of our inspection programme. At that visit we rated the practice Good overall but requiring improvement in Well Led because there we found that Regulation 17 of the Health and Social Care Act 2004 (good governance) was breached.

We carried out an announced focused inspection 20 March 2019 inspection at the practice to review the Well Led domain and ensure that the breaches had been resolved.

As a result of this inspection we have rated this practice as Good for the Well Led domain.

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 found that:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- All the issues identified at the previous inspection had been addressed and action had been taken to make improvements.
- Systems and process to improve overall governance of the practice had been implemented and sustained since our last inspection.
- All staff were aware of, and included, in those processes.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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

Our inspection team

This inspection was a focused visit and was undertaken solely by the lead inspector.

Background to Partington Family Practice

Partington Family Practice is the registered provider and provides primary care services to its registered list of 5281 patients with a weighted list size of 6287. (The amount of funding applied to a practice is dependent on the weighted list size). The surgery was located in an area rated number 1 on the deprivation scale. (1 = most deprived; 10 = least deprived).

The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of Trafford Clinical Commissioning Group (CCG). The GMS 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; family planning; maternity and midwifery services; surgical procedures, and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Partington Health Centre
Central Road,
Partington
Manchester Greater Manchester M31 4FY

The practice has a website that contains comprehensive information about what they do to support their patient population and the in-house and online services offered:

www.drdeweeverandpartners.co.uk

There are four GPs (two male and two female), a practice nurse and a health care assistant all supported by a practice manager and five reception/administration staff. The practice is involved in the education of GP registrars. These are fully qualified doctors who spend time completing their GP training under the mentorship of two of the GPs. There is also a clinical pharmacist who is able to prescribe medicines and can be seen by appointment on Monday and Tuesday afternoons for medicine reviews.

At Partington Family Practice, there is a mixed population where the working age group dominates:

- 24% under the age of 16 years
- 10% between 17 to 24 years
- 51% between 24 to 65 years
- 8% between 65 and 75 years
- 7% older than or equal to 75 years

The surgery is open Monday to Friday from 8am to 6.30pm and three nights per week there is a late appointment clinic until 7pm. In an emergency and when the surgery is closed patients are diverted to the out-of-hours emergency service provided by Mastercall.

Are services well-led?

We found that the practice had reviewed all the issues highlighted in the last inspection report and had implemented and embedded protocols to resolve those issues.

- Clear communication channels were now in place.
- Practice meetings met the needs of the staff team and involved clinical and administration staff. Meetings have been structured around all members of staff and were pre-arranged well in advance to encourage attendance.

- Significant events, incident reporting and processes around complaints were improved and all staff were encouraged to complete, discuss and learn from them.
- A check list was in place to ensure all documents were collected at the start of induction periods for all new members of staff.
- The process to disseminate and act on patient safety alerts and other information was improved.
- Staff felt encouraged and empowered to suggest and enforce change.