

# Littletown Family Medical Practice

## Inspection report

53 Manchester Road  
Oldham  
Greater Manchester  
OL8 4LR

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Date of inspection visit: 3 July 2019  
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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.

# Overall summary

On 12 February 2019 we carried out a full comprehensive inspection at Littletown Family Medical Practice, 53 Manchester Road, Oldham, OL8 4LR. The practice was given an overall rating of inadequate and placed into special measures. The domain ratings were as follows:

Safe – inadequate

Effective – requires improvement

Caring – good

Responsive – requires improvement

Well-led – inadequate

Requirement notices were issued in respect of Regulation 10 HSCA (RA) Regulations 2014 (Dignity and respect) and Regulation 16 HSCA (RA) Regulations 2014 (Receiving and acting on complaints).

On 26 March 2019 a warning notice was issued in respect of Regulation 17 HSCA (RA) Regulations 2014 (Good governance).

On 3 July 2019 we carried out a focussed inspection to check that the practice had complied with the requirements of the March 2019 warning notice.

We found that although the practice had started to put new systems and processes in place these were not yet fully developed and further improvement was necessary.

In particular we found:

- A fire risk assessment and infection control audit had been carried out. However, actions required following these had not been put in place.
- Sharps bins were hung on walls in a manner that was not secure and they were left open, so posed an infection control risk.

- The procedure for dealing with significant events and complaints had been reviewed but was not yet fully embedded.
- The practice was in the process of creating a procedure to record and monitor staff training, professional registration and medical indemnity insurance. This was not yet complete.
- Not all staff had had an appraisal and the process for monitoring these was not yet in place.
- The practice had re-launched their patient participation group (PPG) and two meetings had been held.
- Fire training and fire warden training had been carried out. However, not all staff had been trained in infection prevention and control.
- A process for correctly monitoring the temperatures of fridges containing vaccines had been put in place. We saw that these checks were performed accurately and were up to date.

The rating of inadequate awarded to the practice following our full comprehensive inspection on 12 February 2019 remains unchanged and the practice remains in special measures. A further full inspection of the service will take place within six months of the original report being published (23 April 2019) and their rating revised if appropriate. If there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

**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, and also included a second CQC inspector.

## Background to Littletown Family Medical Practice

Littletown Family Medical Practice is located at 53 Manchester Road, Oldham, OL8 4LR. This is a purpose-built practice and it is not currently part of any wider network of GP practices.

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

The practice provides NHS services through a General Medical Services (GMS) contract to 4367 patients. The practice is a member of Oldham Clinical Commissioning Group (CCG).

There are two GP partners, but one is no longer practising and is not involved in the running of the practice. The other partner is the lead GP (female) and there are three salaried GPs (two male and one female). There is a practice nurse and a healthcare. There is a practice manager supported by administrative and support staff.

In addition to the extended hours operated by the practice on a Monday evening, the CCG has

commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and from 10am until 2pm at weekends at three hub locations across Oldham. borough. Patients may book appointments with the service by contacting the practice or

The patient age profile for the practice is in line with the CCG average. Life expectancy for males is 75 years, which is below the CCG average of 76 years and the national average of 79. Life expectancy for females is 79 years, which is below the CCG average of 80 and the national average of 83. 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. The National General Practice Profile states that 46.1% of the practice population is from a black and minority ethnic (BME) background.