

Springfield House

Inspection report

275 Huddersfield Road
Oldham
Lancashire
OL4 2RJ

Tel: 0161 667 2480

www.springfieldhousemedicalcentre.nhs.uk

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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Springfield House on 23 November 2018 as part of our inspection programme.

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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 organised and delivered services to meet patients' needs. 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.

Whilst we found no breaches of regulations, the provider **should:**

- Implement a formal system to follow up patients with poor mental health who failed to attend or collect their medicines.
- Risk assess the need for specific emergency medicines.
- Log prescriptions when they are returned by GPs.
- Improve coding so that it is clear when medicine reviews have been carried out.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team also included a GP specialist adviser and a practice manager specialist adviser.

Background to Springfield House

Springfield House is located at 275 Huddersfield Road, Oldham, OL4 2RJ. The surgery has good transport links and there is street parking outside.

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

Springfield House is a member of Oldham Clinical Commissioning Group (CCG) and provides services to approximately 7950 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 is a partnership comprising of two male and two female GP partners. There are also two practice nurses and a healthcare assistant. There is a practice manager, deputy practice manager and administrative and support staff.

The age distribution of patients is in line with the national average. practice is broadly in line with the average CCG

and national age distribution. The National General Practice Profile states that 92% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Life expectancy for males in the area is 76 years (CCG average 76 and national average

79) and for females is 81 (CCG average 81, national average 83).

The practice is open from 8am until 6.30pm Monday to Friday and there is some flexibility with appointment times while the practice is open. A duty GP is always available while the practice is open.

The practice has opted out of providing out of hours services for its patients. This service is provided by a registered out of hours provider, Go To Doc Ltd, accessed via NHS111.