

# Old Henry Street Medical Centre

## Inspection report

Old Henry Street Medical Centre  
Henry Street  
Leigh  
WN7 2PG  
Tel: 01942605506  
[www.oldhenrystreet.co.uk](http://www.oldhenrystreet.co.uk)

Date of inspection visit: 02 August 2022  
Date of publication: 19/08/2022

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?	Requires Improvement		
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 Old Henry Street Medical Centre on 2 August 2022. Overall, the practice is rated as **Good** overall with the following key question ratings:

Safe – **Requires Improvement**

Effective – **Good**

Caring – **Good** (rating awarded at the inspection 8 February 2018).

Responsive – **Good** (rating awarded at the inspection 8 February 2018)

Well-led – **Good**

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Old Henry Street Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach. This inspection was a focused inspection looking at the key questions Safe, Effective and Well-led.

## How we carried out the inspection

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 was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This inspection included:

- A site visit by the lead inspector.
- Conducting staff interviews remotely and on site.
- 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.
- Gaining feedback from staff by using staff questionnaires.

## 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

# Overall summary

- information from the provider, patients, the public and other organisations.

## **We have rated this practice as Good overall**

We rated the practice **requires improvement** for providing safe services:

- The system for ensuring patients had the required monitoring when prescribed certain medicines was not fully effective.
- Some medicine reviews were overdue.
- Ardens alerts were not always actioned.

We found in the key questions **effective** and **well-led** and from the historic ratings of **caring** and **responsive** that:

- 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.

We found one breach of regulation. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

In addition, the provider **should**:

- Review the processes for routinely recording medicines reviews.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## 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 Old Henry Street Medical Centre

Old Henry Street Medical Centre is located in Leigh.

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

Old Henry Street Medical Centre  
Henry Street  
Leigh  
Lancashire  
WN7 2PG

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

[www.oldhenrystreet.co.uk](http://www.oldhenrystreet.co.uk)

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

The practice delivers a General Medical Services (GMS) to a patient population of 6786 at the time of inspection. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices (Leigh Primary Care Network (PCN)) and is part of the Wigan locality of the Greater Manchester Integrated Care Board.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96% White and 4% Other. The majority of patients are within the 15 to 64 age group.

There are five partner GPs (three male and two female), one salaried GP (female), one advanced nurse practitioner and two practice nurses. There is also a practice manager, assistant practice manager and supporting administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

The practice is a training practice.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider had failed to provide care and treatment in a safe way for service users. In particular:</p> <ul style="list-style-type: none"><li>• Some patients prescribed high risk medicines such as diuretics and levothyroxine had not received the required monitoring.</li><li>• Some patients prescribed Angiotensin-converting enzyme (ACE) inhibitors or angiotensin II receptor blockers (used to lower blood pressure), did not have up to date monitoring.</li><li>• Some medicine reviews were overdue for patients prescribed four or more medicines.</li><li>• Ardens alerts were not always actioned.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	