

# Dr Pal & Partners

## Inspection report

Royton Health Wellbeing Centre  
Park Street, Royton  
Oldham  
Lancashire  
OL2 6QW  
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Date of inspection visit: 10 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

We inspected Dr Pal & Partners, Royton Health Wellbeing Centre, Park Street, Royton, Oldham, OL2 6QW, on 14 June 2018 as part of our inspection programme. The practice was given an overall rating of requires improvement with the following domain ratings:

Safe – Inadequate

Effective – Requires improvement

Caring – Good

Responsive – Good

Well-led – Requires improvement.

Warning notices were issued in respect of breaches of Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment), Regulation 18 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (staffing) and Regulation 19 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (fit and proper persons employed). A requirement notice was issued in respect of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance).

On 2 November 2018 we carried out a focused inspection to check that the practice had met the requirements of the warning notices. We found that although the improvements had been made in relation to Regulations 12 and 18, some improvements were still required in relation to Regulation 19.

On 2 April 2019 we carried out a further full comprehensive inspection of Dr Pal & Partners. We inspected the main surgery at Royton Health Wellbeing Centre and also inspected the branch surgery at 164 Trent Road, Shaw, Oldham, OL2 7QR. The practice was given an overall rating of inadequate and placed in special measures. The domain ratings were:

Safe – Inadequate

Effective – Requires improvement

Caring – Good

Responsive – Requires improvement

Well-led – Inadequate

On 17 May 2019 warning notices were issued in respect of Regulation 12 (1) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment) and Regulation 17 (1) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance).

This inspection, carried out on 10 July 2019, was to check the progress made with the warning notices. We inspected the main surgery at Royton Health Wellbeing Centre and also inspected the branch surgery at 164 Trent Road, Shaw, Oldham, OL2 7QR.

Where we found significant improvements had been made in all the required areas.

The rating of inadequate awarded to the practice following our full comprehensive inspection on 2 April 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 (12 June 2019) and their rating revised if appropriate.

**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 Dr Pal & Partners

Dr Pal & Partners (also known as The Parks Medical Practice) has GP practice surgeries on two sites. There is a main surgery in Royton and a branch surgery in Shaw.

The practice addresses are:

- Royton Health and Wellbeing Centre, Park Street, Royton, Oldham, OL2 6QW, and
- High Crompton Surgery, 164 Trent Road, Shaw, Oldham, OL2 7QR.

The practice is registered to carry out the regulated activities:

- Diagnostic and screening procedures.
- Family planning.
- Maternity and midwifery services.
- Treatment of disease, disorder or injury.

Royton Health and Wellbeing Centre is a large modern building where another GP practice and other health services are also located. High Crompton Surgery (the branch surgery) is located in a row of terraced shops.

Since our previous inspection one of the GP partners has retired. They are currently still on the CQC registration but the practice was in the process of registering a new partner then they could de-register the partner who had retired. There was currently a male and a female partner working at the practice. There are also two practice nurses, a healthcare assistant, a practice manager and administrative and reception staff.

There are 6073 patients registered with the practice, and patients can book appointments at the surgery of their choice. The practice has a Primary Medical Services (PMS) contract and is a member of Oldham NHS clinical commissioning group. 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.

The practice is situated in an area at number six on the deprivation scale (the lower the number, the higher the deprivation). People living in more deprived areas tend to have greater need for health services.

When the practice is closed out of hours services are provided by Go To Doc Limited, via NHS111.