

Saddleworth Medical Practice

Quality Report

Smithy Lane

Uppermill

Oldham

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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 service

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Saddleworth Medical Practice on 12 May 2016. The overall rating for the practice was good, with a rating of requires improvement in the safe domain. The full comprehensive report on the May 2016 inspection can be found by selecting the 'all reports' link for Saddleworth Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 16 August 2017 to confirm that the practice

had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 12 May 2016. This report covers our findings in relation to those requirements.

Overall the practice is rated as good.

Our key findings were as follows:

- All required pre-employment checks were being carried out.
- The registration of clinicians with the appropriate professional bodies was regularly checked.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- The practice had developed a new recruitment process to ensure all required employment checks were carried out.
- The professional registration of clinicians was regularly checked.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

On this inspection we reviewed evidence to demonstrate how they had improved some of their practices in relation to the key question well-led since the last inspection.

- Appraisals had been carried out for staff.

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 12 May 2016. A copy of the full report following this inspection is available on our website.<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Saddleworth Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC lead inspector inspected the practice.

Background to Saddleworth Medical Practice

Saddleworth Medical Centre is located to the east of Oldham, approximately eight miles from the town centre. The area covers over 50% of the area of Oldham Metropolitan Borough. It is a rural area and comprises of several villages and hamlets.

Saddleworth Medical Practice has a main surgery in Uppermill, and a small branch surgery at Delph. Patients are able to book appointments at whichever surgery is most convenient.

The Delph Surgery is owned by the practice and was purpose built in 2014. It is opened during the morning Monday to Friday, and also on Friday afternoons. There is one receptionist/facilities manager based at Delph and other staff, including GPs and practice nurses, work between the two surgeries. The surgery is fully accessible to patients with mobility difficulties, but there is limited parking in the area.

The Uppermill Surgery is owned by NHS Property Services. This is also fully accessible, and there is a car park available.

There are five GP partners (one female and four male) and four salaried GPs (three female and one male). There are

also six practice nurses, two healthcare assistants and a phlebotomist. The practice had recently employed a clinical pharmacist and a community matron. There was a practice manager and several administration and reception staff.

At the time of our inspection there were 14,530 patients registered with the practice. The practice is a member of NHS Oldham Clinical Commissioning Group (CCG). The practice delivers commissioned services under a Personal Medical Services (PMS) contract. The proportion of patients registered in the 40 to 79 age group is slightly higher than the national average, and there are slightly fewer than average patients in the 20 to 39 age group. People in the area have a higher than average life expectancy and they live in the least deprived decile.

There is an out of hours service available provided by a registered provider, Go to Doc.

Why we carried out this inspection

We undertook a comprehensive inspection of Saddleworth Medical Practice on 12 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with the safe domain being rated as requires improvement. The full comprehensive report following the inspection in May 2016 can be found by selecting the 'all reports' link for Saddleworth Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Saddleworth Medical Practice on 16 August 2017. This

Detailed findings

inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements in respect of providing safe services.

How we carried out this inspection

During our visit we:

- Visited the Saddleworth Medical Practice.
- Checked the personnel records of staff.

Are services safe?

Our findings

At our previous inspection on 12 May 2016, we rated the practice as requires improvement for providing safe services due to issues around their recruitment procedures.

Our inspection of 16 August 2017 found that the required improvements had been carried out and the practice is now rated as good.

Overview of safety systems and process

We reviewed the personnel files for the four staff who had been recruited since the previous inspection. All the

required pre-employment checks had been carried out. These included evidence of identity, a full employment history, an explanation of gaps in employment, reasons for leaving previous employment. Each reviewed file contained previous employer references and Disclosure and Barring Service (DBS) checks where appropriate. The practice had developed a new application form which ensured all the required information was available for all new staff.

Evidence of clinical staff being registered with the appropriate professional body was also kept and checked regularly.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>