

Dr Tun & Partners

Quality Report

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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

This is a focused desk top review of evidence supplied by Dr Tun & Partners for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 19 November 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, staffing was identified as

requires improvement, as the practice was not meeting the legislation at that time; Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010 Management of medicines:

- The practice did not follow current guidance when prescribing hypnotic medicines and did not have systems in place to appropriately prescribe and use hypnotic medication.

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting the requirements of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practise in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted included sample letters to patients, data showing significant improvements in prescribing practise and letters of congratulations from the Clinical Commissioning Group.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

Good



Are services well-led?

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

This rating was given following the comprehensive inspection on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 on 19 November 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

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 this focused desk top review of evidence supplied by Dr Tun & Partners.

Good



Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

A comprehensive inspection was undertaken 19/11/2014.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-566503816>

Dr Tun & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Dr Tun & Partners

Dr Tun & Partners provide primary medical services in Hindley, Wigan from Monday to Friday.

The surgery is open Monday to Friday:

Hindley Health Centre, Liverpool Road

Monday, 9am to 11.30am, 3.50pm to 6.00pm and 6.30pm to 8pm

Tuesday, 9am to 11.30am and 3.50pm to 6.00pm

Wednesday, 9am to 11.30am and 2.40pm to 4.40pm

Thursday, 9am to 11.30am, 3.50pm to 6.00pm and 6.30pm to 8pm

Friday, 9am to 11.30am and 3.50pm to 6pm

Hindley Green Branch Surgery, Atherton Road

Monday, 9am to 11am and 3pm to 5pm

Tuesday, 9am to 11am

Wednesday, 9am to 11am and 3pm to 5pm

Thursday, 9am to 11am

Friday, 9am to 11am

Hindley is situated within the geographical area of Wigan Clinical Commissioning Group (CCG).

The practice has a Primary Medical Services (PMS) contract. The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Dr Tun & Partners is responsible for providing care to 8039 patients.

The practice consists of five GPs, two of whom are female. The practice also has two practice nurses. The practice is supported by a practice manager, administrators, receptionists and secretaries.

When the practice is closed patients are directed to the out of hours service by calling 111.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 19 November 2014. At this inspection, within the key question safe, medicines management was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010 Management of medicines.

This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

How we carried out this inspection

Following the inspection on 19 November 2014 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010 Management of medicines.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 19 November 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, management of medicines was identified as required improvement, as the practice was not meeting the legislation at that time; Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010 Management of medicines:

- The practice did not follow current guidance when prescribing hypnotic medicines and did not have systems in place to appropriately prescribe and use hypnotic medication.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved staff training in relation to the overview of safety systems and processes since the last inspection.

We saw evidence that showed the practice have worked together with patients, supported by a specialist drugs counsellor and the CCG medicines management team to improve prescribing practices for hypnotic medication such as Benzodiazepines.

The practice provided data which showed in the 2nd quarter of 2015/16 the practice were prescribing below both the CCG and England average. This demonstrated a 62% reduction over a 12 month period.

We noted systems were in place to ensure future prescribing was in line with national guidance.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of 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 website <http://www.cqc.org.uk/location/1-566503816>

Are services caring?

Our findings

Please note this is a focused desk top review of 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 website <http://www.cqc.org.uk/location/1-566503816>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of 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 website <http://www.cqc.org.uk/location/1-566503816>

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 desk top review of 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/location/1-566503816>