

Dr R Anderson and Dr M Ahmed

Quality Report

Boothstown Medical Centre
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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 Boothstown Medical Centre on 2 December 2016. The overall rating for the practice was good however there were improvements required in the key question safe. The full comprehensive report on the 2 December 2016 inspection can be found by selecting the 'all reports' link for Boothstown Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 23 October 2017 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The Practice is now rated as good for being safe and overall the practice remains rated as good..

Our key findings at this inspection were as follows:

- We reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.
- The practice had ensured that all staff had completed the level of safeguarding training relevant to their role.
- The practice now had a system in place to monitor and act upon patient safety alerts.
- The practice had a policy in place to assist staff in taking action should the vaccine fridge fall outside of the safe temperature range.
- The practice had now carried out a risk assessment to determine which emergency drugs should be kept on the premises.
- The practice ensured that sharps boxes were stored in a secure location of all clinical rooms.
- All medical stock within the practice was monitored and rotated to ensure any out of date stock was disposed of.

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 now rated as good for providing safe services.

On this inspection we reviewed documentary evidence to demonstrate how the practice had improved in relation to the key question safe since the last inspection.

- The practice had ensured that all staff had completed the level of safeguarding training relevant to their role.
- The practice now had a system in place to monitor and act upon patient safety alerts.
- The practice had a policy in place to assist staff in taking action should the vaccine fridge fall outside of the safe temperature range.
- The practice had now carried out a risk assessment to determine which emergency drugs should be kept on the premises.
- The practice ensured that sharps boxes were stored in a secure location of all clinical rooms.
- All medical stock within the practice was monitored and rotated to ensure any out of date stock was disposed of.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 2 December 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 2 December 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 2 December 2016. A copy of the full report following this inspection is available on our website.

Good



Summary of findings

<http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

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

This rating was given following the comprehensive inspection 2 December 2016. A copy of the full report following this inspection is available on our website.

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 2 December 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 2 December 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 2 December 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 2 December 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 2 December 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 2 December 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



Dr R Anderson and Dr M Ahmed

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Dr R Anderson and Dr M Ahmed

Dr R Anderson and Dr M Ahmed are also known as Boothstown Medical Centre and deliver primary care under a Personal Medical Services contract and is a member of Wigan Clinical Commissioning Group. At the time of our inspection 5833 patients were registered with the practice.

The practice is located in Boothstown, Manchester. There are good transport links to the practice and there is also parking on site. The practice is within a multi-storey building with all clinical rooms and patient areas located on the ground floor.

The practice has two GP partners, one male and one female, and a male salaried GP. There is a nurse practitioner prescriber and two practice nurses, who were all female. The practice is a training practice and regularly has medical students. Other clinics are held at the practice including a midwives' clinic and a phlebotomy service.

The practice is open between 8am and 6pm daily. Appointments are from 9am to 12pm every morning and 2.30pm to 6pm every evening.

Extended hours appointments are offered from 8am on a Monday and Tuesday. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments are also available for people that needed them.

Patients requiring a GP outside of normal working hours are advised to telephone the surgery and they will be directed to the local out of hours service which is provided by Bridgewater NHS Foundation Trust –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 the Wigan Borough.

Why we carried out this inspection

We undertook a comprehensive inspection of Boothstown Medical Centre on 2 December 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the key question safe. The report for this inspection can be found by selecting the 'all reports' link for Boothstown Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Boothstown Medical Centre on 23 October 2017. This 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.

Detailed findings

How we carried out this inspection

Following the inspection on 2 December 2016 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.

We carried out an announced visit on 23 October 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 2 December 2016, we rated the practice as requires improvement for providing safe services as the practice lacked arrangements for monitoring and acting on patient safety alerts and for monitoring the temperature of the vaccines fridge. The practice had also not ensured that all clinical staff had received the correct level of child safeguarding training.

These arrangements had significantly improved when we undertook a follow up inspection on 23 October 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The practice had ensured that all clinical staff had now completed the level of safeguarding training relevant to their role. All GPs had now received child safeguarding level three training. The practice had a training matrix to monitor when training was due for all staff members.
- The practice now had a system in place to monitor and act upon patient safety alerts. All alerts were received into the practice by email and would be printed and put in the alerts folder. A log was kept of each alert and any action taken would be documented. We saw evidence that alerts were regularly discussed at meetings.

Monitoring risks to patients

There had been improvements made to the procedures for assessing, monitoring and managing risks to patient and staff safety.

- The practice had a policy in place to assist staff in taking action should the vaccine fridge fall outside of the safe temperature range. We saw evidence that when the temperature had fallen outside the permitted temperature range a reason was documented in the log book.
- The practice had ensured sharps boxes were stored in a secure location within the clinical rooms.
- All medical equipment such as syringes within the practice was monitored and rotated to ensure any out of date equipment was disposed of.

Arrangements to deal with emergencies and major incidents

- The practice had carried out a risk assessment to determine which emergency drugs should be kept in stock. The practice had a check list to ensure the expiry dates of emergency drugs was checked on a monthly basis.

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 website <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 website <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 website <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 website <http://www.cqc.org.uk/search/services/doctors-gps>