

# Stonefield Street Surgery

## Inspection report

Stonefield Street  
Milnrow  
Rochdale  
Lancashire  
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www.stonefieldstreetsurgery.co.uk

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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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

This practice was previously inspected in January 2016 and was rated as Outstanding in Effective, Caring, Responsive and Well led and Good in Safe. All population Groups were rated as Outstanding.

We carried out an announced comprehensive inspection at Stonefield Street Surgery on 22 February 2019 as part of our inspection programme.

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

**At this inspection we have now rated this practice as good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- 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 organised and delivered services to meet patients' needs. 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.
- The practice, with other practices in the Clinical Commissioning Group and the wider NHS, had receptionists who were trained as care navigators who signposted patients to the right person at the right time across a variety of health services

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

**Dr Rosie Benneyworth** BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor and practice manager specialist advisor.

## Background to Stonefield Street Surgery

Stonefield Street Surgery provides commissioned services under the General Medical Services (GMS) contract within the Heywood, Middleton and Rochdale Commissioning Group (CCG) area.

The practice website is: [www.stonefieldsurgery.co.uk](http://www.stonefieldsurgery.co.uk)

The practice is responsible for providing treatment to approximately 9085 registered patients and offers services that include meningitis provision, the childhood vaccination and immunisation programme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, patient participation, rotavirus and shingles immunisation, unplanned admissions and contraceptives.

Regulated activities include surgical procedures, family planning, treatment of disease, disorder or injury, maternity and midwifery services and diagnostic and screening.

Data shows that the age profile of the practice population is broadly in line with the CCG and national averages and that 94.3% of patients are from a white ethnic group, 3.8% are from an Asian ethnic group and 1.9% from other ethnic groups.

Information taken from Public Health England placed the area in which the practice is located as five on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

At the time of the inspection the practice consisted of five GP partners (three male and two female), two advanced nurse practitioners, four practice nurses, two health care assistants and one phlebotomist

The clinical team is supported by a practice manager and a team of administration and reception staff.

Stonefield Street Surgery is a training practice to doctors who are undergoing training to specialise in General Practice and to nurses. One of the partners is training to become a trainer to medical students.