

# Windermere Road Surgery

## Quality Report

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Date of inspection visit: 28 July 2017  
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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 follow-up inspection of Windermere Road Surgery for areas 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 27 April 2017. 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, areas were identified as requiring improvement because the practice was not meeting requirements at that time.

- The provider did not carry out fire safety or infection control risk assessments.
- Where risk assessments had been carried out in 2015 in relation to fire safety, the provider had not actioned the risks identified.
- They had failed to identify the risks associated with the type of blinds fitted throughout the surgery which were not compliant with current regulations.

- The provider did not carry out full recruitment checks including full employment history and proof of identity for all staff.

The practice provided us with an action plan detailing how they were going to make the required improvements.

The full comprehensive report following the inspection on the 27 April 2017 is available on our website at [www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

The focused follow up inspection on 28 July 2017 was to confirm the required actions had been completed and award a new rating in the domain of safe, if appropriate.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements.

**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 they had improved their practises in relation to the overview of safety systems and processes since the last inspection.

Evidence we reviewed included:

- completed risk assessments with identified issues actioned
- replacement blinds had been fitted in all patient areas and blinds in the office areas had been cleated and made safe.
- updated recruitment policies and procedures and complete staff personal files.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

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 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

Good



### Are services well-led?

The practice is rated as good for being well led.

This rating was given following the comprehensive inspection on 27 April 2017. A copy of the full report following this inspection is available on our website:

Good



# Summary of findings

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

# 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 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

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 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

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 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

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 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

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 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

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 on 27 April 2017. A copy of the full report following this inspection is available on our website:

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

**Good**



# Windermere Road Surgery

## 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 Windermere Road Surgery

Windermere Road Surgery provides primary medical services in Middleton near Manchester from Monday to Friday. The practice is open:-

Monday to Friday 8am – 6pm

Appointments with a GP are available:-

Monday to Friday 8:30 – 11.30am and 2pm – 5:30pm

Windermere Road Surgery is situated within the geographical area of Heywood, Middleton and Rochdale Commissioning Group (CCG).

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

Windermere Road Surgery is responsible for providing care to 2172 patients.

Following the retirement of the female lead GP partner the practice now consists of one GP single handed, male GP and two long term, part time male locum GPs and one long term, part time female locum GP. The practice also has one practice nurse and is supported by a practice manager and a reception and administration team.

When the practice is closed patients are directed to the out of hours service provided by BARDOC (Bury and Rochdale Doctors On Call).

The practice is part of a group of practices that offer access to a GP every day until 9pm including weekends and bank holidays.

## Why we carried out this inspection

We undertook a comprehensive inspection of Windermere Road Surgery on 27 April 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in one key area of safe. The full comprehensive report following this inspection in April 2017 can be found on our website [www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339).

We undertook a follow up focused inspection of Windermere Road Surgery on 28 July 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.

## How we carried out this inspection

Following the inspection on 27 April 2017 the practice supplied an action plan telling us how they would ensure they meet the requirements to provide safe care and treatment.

We carried out an announced visit on 28 July 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

# Are services safe?

## Our findings

The practice was previously inspected on 27 April 2017. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, areas within the key question safe were identified as requires improvement as the practice was not meeting the legislation at that time;

At this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements

Evidence submitted included:

- completed risk assessments with identified issues actioned
- replacement blinds had been fitted in all patient areas and blinds in the office areas had been cleated and made safe.
- updated recruitment policies and procedures and complete staff personal files.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused inspection of the overview of 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

[www.cqc.org.uk/location/1-2309596339](http://www.cqc.org.uk/location/1-2309596339)

## Are services caring?

### Our findings

Please note this is a focused inspection of the overview of 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

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# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

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

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# 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 systems and processes within the key question safe. We did not review this key question.

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