

West Point Medical Centre

Inspection report

167 Slade Lane
Manchester
Greater Manchester
M19 2AF
Tel: 0161 248 5100
www.westpoint-gp.nhs.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.

Overall summary

We carried out an announced focussed inspection at West Point Medical Centre on 7 September 2020 as a result of receiving concerns about breaches of safety issues at the practice.

The inspection looked at the following key question: Safe care and treatment.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the provider.

At this inspection we found:

- Medicines were not being managed in safe manner.
- Some administration staff had not received a disclosure and barring service (DBS) check or been risk assessed as to the need for this.
- The practice recruitment policy was confusing and not fit for purpose.
- Staff training was well managed and delivered appropriately.

- The management of work in relation to completing tasks was not well managed.
- Patient consent for minor surgery procedures was not well documented, notes of these procedures lacked detail.
- Some patients had been misdiagnosed.
- The provider had engaged fully with the inspection process and had quickly responded to all the issues identified by the inspection team.

There were areas where the provider should make improvements:

- Continue to improve and review systems for auditing clinical activity to assure that patients are treated safely and in line with current guidance.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

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

Background to West Point Medical Centre

West Point Medical Centre is based in the Slade Hall area of Manchester. It is part of the NHS Central Manchester Clinical Commissioning Group (CCG) and has 7,361 patients. The practice provides services under a General Medical Services contract, with NHS England. Information published by Public Health England rates the level of deprivation within the practice population group as 938 from 6,556 Nationally, with a ranking of one being the highest level of deprivation. Manchester Clinical Commissioning Group (CCG) is ranked as sixth from 201 nationally. The numbers of patients in the different age groups on the GP practice register were generally similar to the average GP practice in England. There were a higher number of patients aged 15 to 44 years and lower numbers of patients aged over 65 years.

Services are provided from a redeveloped detached building with disabled access and on street parking. The practice has a number of consulting and treatment rooms used by the GPs and nursing staff as well as visiting professionals such as health visitors. The practice is a teaching practice and as such worked with the local university to provide training to medical students. The service is led by two GP partners, three salaried GPs, a nursing team with a nurse practitioner and two nurses with a healthcare assistant (HCA) and a management team including the temporary practice manager who are

all supported by an administration team including a number of reception/administrative staff who also cover other duties such as dealing with samples and drafting prescriptions.

The practice is open between 8.00am and 6.30pm from Monday to Friday. Early HCA appointments (for blood tests, ECGs and other checks) are provided from 7.00am on some weekdays. Later extended hours are provided as part of the GP federation who cover 28 practices in the area between 6:00 pm and 8:00 pm, Monday to Friday, as well as on Saturday and Sunday mornings. These appointments are available at a small number of local health centres, including at West Point Medical Centre. Patients are able to seek help or advice by phone or online via the practice website. All requests are reviewed by the practice and an appropriate appointment is usually arranged on the same day. Face to face appointments are provided following an initial telephone, video or online consultation with an appropriate healthcare professional. These appointments are provided by the practice in one of the designated isolation rooms. Pre-booked appointments are available for patients who need them. Out of hours cover is provided by local walk in centres and the NHS 111 service.