

Bredbury Medical Centre

Inspection report

1 Auburn Avenue
Bredbury
Stockport
Greater Manchester
SK6 2AH


Tel:
www.bredburymedicalcentre.nhs.uk

Date of inspection visit: 26 Feb 2019
Date of publication: 29/03/2019

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

We carried out an announced comprehensive inspection at Bredbury Medical Centre on 26 February 2019 as part of our inspection programme.

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

At the last inspection published in October 2017 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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.

The practice is rated as **good** overall. We rated the practice as **good** for providing safe, effective, caring, responsive and well-led services.

This means that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a focus on continuous learning and improvement at all levels of the organisation.

There were areas where the provider **should** make improvements:

- Maintain a management oversight of some processes, for example professional registrations, safety alerts and the recording of consent.
- Review use of care planning arrangements for vulnerable patients
- Update the GP locum pack.
- Review and update whistleblowing processes.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Bredbury Medical Centre

Bredbury Medical Centre is part of the NHS Stockport Clinical Commissioning Group (CCG). Services are provided under a personal medical service (PMS) contract with NHS England. The practice has approximately 4,500 patients on their register. Bredbury Medical Centre provides services from 1 Auburn Avenue, Bredbury, Stockport, Greater Manchester, SK6 2AH. The practice provides a full range of services including GP appointments and nurse led health screening clinics.

Information published by Public Health England rates the level of deprivation within the practice population group as five on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy in the practice geographical area is similar to the England and CCG average for males at 79 years and 82 years for females (England average 79 and 83 respectively). The practice's unemployed patient population was lower, 1.2% compared with the CCG average of 2.9% and the England average of 4.3%.

The patient numbers in the younger age groups were comparable with both the CCG and England averages. For example, 5.0% of the patient population was aged 0-4 years (CCG and England average 5.6%) and the percentage of young people under 18 years of age was 19.4% compared to the CCG 20.4% and England average 20.7%.

The practice has two GP partners (both male). The practice employs a practice manager, two assistant practice managers, a QOF manager, a practice nurse (female), a pharmacist, a healthcare assistant and a phlebotomist. In addition, the practice employs a team of secretarial, reception and administrative staff.

Patients are asked to contact NHS 111 for Out of Hours services.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, family planning and maternity and midwifery services.