

Monarch Medical Centre

Inspection report

65 Cross Lane
Radcliffe
Manchester
Greater Manchester
M26 2QZ
Tel: 01617230123
www.monarchmc.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.

Ratings

Overall rating for this location

Good 

Are services well-led?

Good 

Overall summary

We last inspected Monarch Medical Centre on 14 May 2019. The practice was rated as good for being safe, effective, caring and responsive, and requires improvement for being well led. This resulted in an overall rating of good. We found that the provider had breached one regulation of the Health and Social Care

Act 2008: Regulation 17 Good Governance. We issued a Requirement Notice in relation to Regulation 17, Good Governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The report on this inspection can be found on our website at: <https://www.cqc.org.uk>

We carried out this focused desk-based review of Monarch Medical Centre on 1 July 2020. The purpose of this review was to determine if the services provided by the practice were now meeting the legal requirements and regulations under Section 60 of the Health and Social Care Act 2008. We found that improvements had been made and the provider was no longer in breach of the regulations.

During this desk-based review we looked at a range of documents submitted by the practice to demonstrate how they had met the requirements notice. The documents looked at included:

- Calibration / maintenance and PAT testing policy and test certificates for clinical equipment.
- Induction training programmes for clinical and non clinical staff.
- A revised policy for managing safety alerts.
- A revised cancer care review protocol.

- A staff training plan for READ coding.
- Information about the management of complaints.

During this desk-based review we looked at the following question:

Are services well-led?

We found that this service was providing well-led care in accordance with the relevant regulations.

- Equipment held in the doctors' bags was calibrated and tested for its safety.
- There was a staff induction programme for clinical and non clinical staff.
- There was a revised and updated system for managing safety alerts.
- A revised cancer care review protocol had been introduced.
- A staff training plan for READ coding was in place and interim training was provided by the practice manager.
- The complaint procedure had been updated. Complaint investigations were carried out and patients had received a written response to their complaint. There was evidence of complaints being monitored for the purpose of learning.

Details of our findings and the evidence supporting our ratings 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

This desk based review was carried out by a CQC compliance inspector. It did not involve a visit to the practice.

Background to Monarch Medical Centre

Monarch Medical Centre is located at 65 Cross Lane, Radcliffe, Manchester M26 2QZ.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening

procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

Monarch Medical Centre is situated within the Bury Clinical Commissioning Group (CCG) and provides

services to 3,563 patients under the terms of a general medical services (GMS) contract. This is a contract

between general practices and NHS England for delivering services to the local community.

There are three GP partners working at the practice (one is female and two are male). They work between two and eight sessions per week. The GPs are supported by a team of clinical staff which includes a practice nurse and a health care assistant. There is a team of administration / reception staff headed by a practice manager.