

Manchester Road Surgery


Inspection report

280 Manchester Road
Warrington
Cheshire
WA1 3RB

Date of inspection visit: 8 August 2019
Date of publication: 17/09/2019

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 focused inspection at Manchester Road Surgery on 8 August 2019 due to the length of time since the last inspection.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Effective and Well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

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.

We have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Ensure meetings are recorded in sufficient detail to reflect the issues discussed, agreements made and actions required.
- Ensure confidential information is maintained securely at all times.

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

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 lead inspector.
The team included a GP specialist advisor.

Background to Manchester Road Surgery

Manchester Road Surgery is located in Warrington, Cheshire.

The practice is run by three female GP partners. The team also includes a practice nurse, practice manager and reception and administration staff.

The practice is open 8.30am to 6.00pm Monday to Friday. The practice offers an extended hours service for those patients who cannot attend during normal working hours every Thursday until 8.00pm. Patients requiring a GP outside of normal working hours are advised to contact the surgery and they are then directed to contact the local 111service to triage their symptoms and be forwarded to an external out of hours service (provided by Bridgewater Community Trust).

Manchester Road Surgery is situated within Warrington Clinical Commissioning Group (CCG) and provides services to approximately 3,150 patients under the terms of a personal medical services (PMS) contract.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and family planning.

There are lower than average number of patients over the age of 65 and a higher than average percentage of patients with a long standing health condition.

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. This is within the average range as level one represents the highest levels of deprivation and level ten the lowest.

Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.