

# Salford Medical Centre 1

## Inspection report

Salford Medical Centre(1)  
194-198 Langworthy Road  
Salford  
M6 5PP  
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[www.salfordmedicalcentre.nhs.uk](http://www.salfordmedicalcentre.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 responsive to people's needs?

**Requires Improvement**



# Overall summary

We carried out an announced assessment of Salford Medical Centre on 22 January 2024. The assessment focused on the responsive key question.

Following our previous inspection on 7 June 2019 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Salford Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The practice continues to be rated as good overall as this was the rating given at the last comprehensive inspection. However, we have now rated the responsive key question as requires improvement as a result of the findings of this focused assessment.

Safe – not inspected

Effective - not inspected

Caring - not inspected

Responsive - requires improvement

Well-led - not inspected

## Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## How we carried out the review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

## Our findings

# Overall summary

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the provider highlighted improvements they had made to improve the responsiveness of the service for their patient population. The impact of these efforts were not yet reflected in the verified patient survey data. Patients could not always access care and treatment in a timely way.

We found an element of outstanding practice:

- The practice changed their referral process in response to patient feedback. Patients received a text message when a referral had been completed. The text message included time scales patients could expect an appointment and what to do if they had not received an appointment by that time. Initially this was introduced for patients referred for cancer, but the practice decided to widen the scope and include all referrals. The practice reported this provided reassurance for patients that the referral had been sent and reduced the number of calls from patients requesting an update regarding their referral.

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

- Continue to do internal patient surveys to evidence the impact of changes to the service on patient access.
- Make the complaint policy available to patients on the website.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

## Background to Salford Medical Centre 1

Salford Medical Centre is located in Salford at:

194-198 Langworthy Road

Salford

M6 5PP

The practice has a branch surgery at:

1st Floor Ordsall Health Centre

Phoebe Street

Salford

M5 3PH

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. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,730. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices Salford South East primary care network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the first lowest decile (1 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 74.9% White, 9.4% Black, 7.9% Asian, 4.1% Mixed and 3.6% Other.

The age distribution of the practice population was much higher than average number of working age patients (83.3% of the patient list) than other practices locally (67.1%) and nationally (62.4%). Since 2021 the practice had gained an additional 8000+ patients. This took the patient list size from approximately 3,731 to 12,729.

There is a team of five GPs who provide cover at both practices. The practice has one advanced nurse practitioner, two physician associates and a team of two nurses who provide nurse led clinics for long-term conditions at both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and reception manager provide managerial oversight.

The practice is open between 8 am to 6:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.