

# Charlestown Medical Practice

## Inspection report

Charlestown Road  
Manchester  
Lancashire  
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[www.charlestownmedicalpractice.co.uk](http://www.charlestownmedicalpractice.co.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 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 Charlestown Medical Practice on 15 January 2019 as part of our inspection programme.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **should** make improvements are:

- Discuss and document significant events learning outcomes, whilst ensuring all staff know the process.
- Improve communication between clinicians.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice manager specialist advisor and a second practice manager advisor who was shadowing the team.

## Background to Charlestown Medical Practice

Charlestown Medical Practice is located on the outskirts of Manchester. It is part of and managed by Northern Health GPPO Ltd, a not for profit organisation.

The practice is located in the same building as a range of community clinics providing services. The practice is fully accessible to those with mobility difficulties. There is a small car park with disabled parking spaces.

At the time of our inspection there were 4069 patients registered with the practice. The practice has an Alternative Primary Medical Services (APMS) contract and is a member of Manchester Health and Care Commissioning. The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The average life expectancy and age profile of the practice population is slightly above the CCG and national average. Information taken from Public Health England placed the area in which the practice at seven on the scale of deprivation (from a possible range of between one and 10, where 1 is most deprived). In general, people living in more deprived areas tend to have greater need for health services

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; maternity and midwifery services and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Charlestown Rd  
Blackley  
Greater Manchester  
M9 7ED

The practice has a website that contains information about what they do to support their patient population and the in-house and online services offered.

The practice is a teaching practice for postgraduate doctors.