

Cleggs Lane Medical Practice

Inspection report

129-131 Cleggs Lane
Little Hulton
Manchester
M38 9RS
Tel: 01617994001
www.cleggslanepractice.nhs.uk

Date of inspection visit: 29 September 2022
Date of publication: 28/10/2022

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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Cleggs Lane Medical Practice on 28 and 29 September. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

This inspection was a comprehensive inspection of all five key questions as part of our routine inspection programme.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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.

We rated the provider as **good** for providing safe services.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

We rated the provider as **good** for providing effective services.

- Patients received effective care and treatment that met their needs.

We rated the provider as **good** for providing caring services.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the provider as **good** for providing responsive services.

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way

We rated the provider as **good** for providing well led services.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Put in place a robust process for monitoring high risk drugs and managing historical safety alerts to reduce potential risk to patients.
- Record all safety incidents and near misses.
- Formalise support for non-medical prescribers.
- Log and monitor complaints to assess trends and add complaints to the practice meeting agenda so learning can be shared formally.
- Put in place a system to summarise the low risk patient note backlog.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit accompanied by a second CQC inspector. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Cleggs Lane Medical Practice

Cleggs Lane Medical Practice is located in Salford at:

129-131 Cleggs Lane

Little Hulton

Manchester

M38 9RS

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 surgical procedures.

The GP also offered a private circumcision clinic to those under six months of age for non-therapeutic reasons on a fee-paying basis only and was accessible to people who chose to use it.

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4080. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The practice has voting rights in the Walkden and Little Hulton primary care network (PCN). A voting right is the right given to the practice to vote on decisions made by the PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (one 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 94.3% White, 1.8% Asian, 2% Black, 1.6% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages but there are more young patients than older patients.

There is a team of two GPs who provide cover at the practice. The practice has one nurse who provides nurse led clinics for long-term conditions, baby immunisations and cervical smears. The GPs are supported at the practice by a team of reception/administration staff. The practice has two practice managers who share the roles and responsibilities who with the lead GP 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.