

Middleport Medical Centre

Inspection report

Newport Lane
Stoke on Trent
ST6 3NP
Tel: 03001231131
www.middleportmedicalcentre.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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Middleport Health Centre between 2nd and 7th June 2023. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 10 October 2017, 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 Middleport Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

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.

Overall summary

We found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had good links with community groups and worked in collaboration to promote local health promotion groups and signpost patients to appropriate services.
- Patients could access care and treatment in a timely way by a variety of methods.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

However:

- The practice did not always ensure that patients with repeat medicines had received appropriate health checks.
- The practice did not always ensure a consistent quality of read-coding on appropriate patient records.
- The practice percentage of children aged five years who had received immunisation for measles, mumps and rubella was under the World Health Organisation target of 95%.

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

- Ensure all patients receiving repeat medicines are offered appropriate, timely health checks.
- Ensure that all staff are trained to appropriately read-code patient records, and that historic inaccuracies are rectified.
- Strive to bring the percentage of children receiving immunisation for measles, mumps and rubella up to the national target of 95%

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

Background to Middleport Medical Centre

Middleport Medical Centre is located in Stoke on Trent at:

Middleport Medical Centre
Newport Lane
Stoke-on-trent
ST6 3NP

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

The practice is situated within the Staffordshire and Stoke on Trent Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4,175. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices forming a primary care network (PCN) named “About Better Care” (ABC) with Loomer Road Surgery, Hartshill Surgery, Haymarket Health Centre and Goldenhill Medical Centre with approximately 51,400 patients between them. Goldenhill Medical Centre works closely with Middleport Medical Centre, and they share some staff and contingency cover is worked between them.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 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 14% Asian, 79% White, 3% Black, 1% Mixed, and 1% Other.

The age distribution of the practice population shows a low older people populations compared to the England average. There are a similar male and female patient population registered at the practice.

There is a team of 4 GPs and 1 physicians associate at the practice. The practice has a nurse and a health care assistant who provides nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice has a business manager to provide managerial oversight.

The practice is open between 0800 to 2000 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 themselves and Goldenhills medical centre between 1830 and 2000 Monday to Friday. Out of hours patients are directed to contact the service by using the NHS 111 number.