

Dearden Avenue Medical Practice

Inspection report

Little Hulton Health Centre, 4 Longshaw Drive
Worsley
Manchester
M28 0BB
Tel: 01619830011
www.deardenavenuemedicalpractice.nhs.uk

Date of inspection visit: 27/07/2023
Date of publication: 19/10/2023

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?		Requires Improvement	
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 Dearden Avenue Medical Centre on 27 July 2023. Overall, the practice is rated as good.

Safe-good

Effective – requires improvement

Caring - good

Responsive – good

Well-led – good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dearden Avenue Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection due to a change in registration.

How we carried out the inspection/review

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 found that:

- Staff had received appropriate training and there were effective health and safety risk assessments.
- Patients received effective care and treatment that met their needs, but there were some areas that required improvement such as effective medicine review and monitoring of patients with long term conditions. We were informed shortly after the inspection that clinicians had reviewed and addressed the issues raised in the clinical searches to ensure patients received the necessary care and treatment.

Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way which was reflected in the latest results of the National Patient Survey.
- The provider had developed a clear vision for the management of the practice, and the small staff team felt supported in their development and described a positive working culture.

In addition the provider **should:**

- Take steps to implement quality improvement activities such as clinical audits and re-audits to monitor the effectiveness of clinical care and improve patient outcomes.
- Oversee and improve the management of safety alerts to ensure these processes are managed and embedded into clinical practice.
- Oversee and improve the way clinical searches are completed to ensure potential risks are identified, managed and embedded into clinical practice.
- Continue to monitor and improve childhood immunisation rates.
- Continue to monitor and improve cervical screening rates.
- Explore opportunities to gather patient feedback.

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 records reviews without visiting the location.

Background to Dearden Avenue Medical Practice

Dearden Avenue Medical Centre is located in Worsley, Manchester:

Little Hulton Health Centre

4 Longshaw Drive

Worsley

Manchester

M28 0BB

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

The practice is situated within the NHS Salford Integrated Care System and delivers General Medical Services to a patient population of about 2,600. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called Walkden, and Little Hulton Primary Care Network (PCN). PCNs work together with community mental health, social care, pharmacy, hospital and voluntary services in their local area.

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 94% white, 2% asian, 2% black and 2% mixed.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 4 GPs. The practice has a team of 2 nurses and 2 pharmacist who provide clinics for patients with long-term conditions. The clinical team are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access, where late evening and weekend appointments are available, and out of hours services are provided locally by the PCN.