

# Donneybrook Medical Centre

## Inspection report

Clarendon Street

Hyde

Cheshire

SK14 2AH

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[www.donneybrookmedicentre.nhs.uk](http://www.donneybrookmedicentre.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 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 Donneybrook Medical Centre on 20 February 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.

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

- Monitor patient experience of confidentiality at reception.
- Look to carry out annual minor surgery audits.
- Ensure work is carried out to replace window blinds which do not meet current safety standards.

**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 and a second CQC inspector.

## Background to Donneybrook Medical Centre

Donneybrook Medical Centre is located at Clarendon Street, Hyde, Cheshire SK14 2AH. The surgery is located in Hyde town centre and has good transport links and there is a pharmacy located nearby.

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

Donneybrook Medical Centre is situated within the Tameside and Glossop Commissioning Group (CCG) and provides services to 9300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider was registered with the CQC in April 2013. Since our last inspection in January 2016 the practice has seen a change in the partnership with three of the GP partners leaving the practice. During a transitional period and the practice recruiting a new permanent clinical team the practice relied on locum GPs. There are now two GP partners (male) and three salaried GPs (two female). The practice also employs an advanced nurse practitioner, three practice nurses an assistant

practitioner, a health care assistant and phlebotomist. The practice is supported by a full-time practice manager, reception manager, deputy practice manager and a team of administration/reception staff.

The age profile of the practice population is broadly in line with the CCG averages. There is a higher percentage of people living with long term conditions, with 63.5% compared to 51% in England. The National General Practice Profile states that 87% of the practice population is from a white British background, 11% from an Asian background. Data provided by the practice showed approximately 22% of patients were from a Bangladeshi background.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years which is below the national average of 79 years, but in line with local CCG average. Female life expectancy is 81 years which is below the national average 83 years, but in line with local CCG average.