

# Newton Heath Medical Centre

## Inspection report

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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Newton Heath Medical Centre on 20 August 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the key questions effective and well led.

The ratings for safe, caring and responsive are carried over from the previous inspection.

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 requires improvement 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.

- The practice worked within the new Primary Care Network (PCN) where practices shared learning and provided buddy support.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice were well 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.

We rated the practice as **requires improvement** for providing effective services because:

- There were multiple areas below average in the quality outcome framework (QOF).

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

- Ensure that care and treatment is provided in a safe way.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector and a GP specialist advisor.

## Background to Newton Heath Medical Centre

Newton Heath Medical Centre is located within Newton Heath Health Centre, North Manchester. The surgery 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 and treatment of disease, disorder or injury.

Newton Heath Medical Centre is situated within Manchester Health and Care Commissioning. (CCG) and provides services to 6,837 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 is a partner of two male GPs. However, in the summer 2019 one of the partners resigned and a new application has been submitted to CQC to change this

service to an individual GP. *The practice employed several regular locum GPs and have a full time salaried and long-term locum starting in September 2019, also a new practice nurse is starting in September 2019. They have an GP assistant and several administration staff. The practice is not currently part of any wider network of GP practices.*

The National General Practice Profile states that 4% of the practice population is from an Asian background with a further 10% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 74 years compared to the national average of 79 years. Female life expectancy is 78 years compared to the national average of 83 years.

## Are services safe?

Rating unchanged from previous inspection.

## Are services effective?

The rating requires improvement during this inspection was due to the low numbers achieved in the practices Quality Outcome Framework.

## Are services caring?

Rating unchanged from previous inspection.

# Are services responsive to people's needs?

Rating unchanged from previous inspection.

## Are services well-led?

We found during this inspection the provider was overall good in the well led domain.



This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <p>The registered person did not always assess the risks to the health and safety of service users of receiving the care or treatment. In particular:</p> <ul style="list-style-type: none"><li>•The practice had below average quality scores for multiple long-term conditions in the area of quality outcome framework (QOF).</li></ul> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>