

Drs Joseph Borg-Costanzi/Ian Gilani/Brian Rhodes

Inspection report

Monton Medical Centre
Canal Side, Monton Green, Eccles
Manchester
M30 8AR
Tel: 08448151147

Date of inspection visit: 4 August 2022
Date of publication: 02/09/2022

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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We inspected Monton Medical Centre, Canal Side, Monton Green, Eccles, Manchester, M30 8AR on 26 April 2022. This was a full comprehensive inspection following ongoing monitoring of potential risk. The practice was given an overall rating of inadequate with the following key question ratings:

Safe - Inadequate

Effective – Requires Improvement

Caring - Good

Responsive – Requires Improvement

Well-led - Inadequate

After the inspection on 26 April 2022 requirement notices were issued for breaches of Regulations 16 (receiving and acting on complaints), Regulation 17 (good governance), Regulation 18 (staffing) and Regulation 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014. A warning notice was issued for a breach of Regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.

This inspection, carried out on 4 August 2022, was to check progress against the requirements of the warning notice issued on 11 May 2022.

We found:

- Staff had the information they needed to deliver safe care and treatment.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- The practice learned and made improvements when things went wrong.

The rating of inadequate awarded to the practice following our full comprehensive inspection on 26 April 2022 remains unchanged. A further full inspection of the service will take place within six months of the original report being published and their rating revised if appropriate.

Details of our findings and the evidence supporting our report 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 undertook a site visit accompanied by a member of the CQC medicines team.

Background to Drs Joseph Borg-Costanzi/Ian Gilani/Brian Rhodes

Monton Medical Centre is located in Salford at:

Monton Medical Centre

Canal Side,

Monton Green,

Eccles

Manchester

M30 8AR

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.

The practice is situated within NHS Greater Manchester Integrated Care (Salford) and delivers Personal Medical Services (**PMS**) to a patient population of about 9560. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Eccles and Irlam primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is registered as a partnership. There are three male GP partners and one female partner. The GPs are supported by one advanced nurse practitioner who provides cover at the practice. The practice has a team of two nurses who provide nurse led clinics for long-term conditions. The practice has two health care assistants who provide specific clinical procedures, such as blood pressure and new patient checks. The GPs are supported at the practice by a team of reception/administration staff. The practice did not have a practice manager at the time of inspection, they had a management consultant who was supporting the practice.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a face-to-face appointment.

According to the latest available data, the ethnic make-up of the practice area is 92% White, 3.6% Asian, 1.8% Mixed, 1.3% Black, and 1.3% Other.

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