

St Johns Medical Centre

Inspection report

Altrincham Health & Wellbeing Centre
31-33 Market Street
Altrincham
WA14 1PF
Tel: 01619285522
www.stjohnsmedicalcentre.co.uk

Date of inspection visit: 10 January 2023
Date of publication: 28/02/2023

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



Overall summary

We carried out an announced responsive inspection and site visit at St Johns Medical Centre on 10 January 2023. Overall, the practice is rated as Good.

Safe - Good (rated at this inspection)

Effective – Good (rated 16 August 2022)

Caring – Good (rated 16 August 2022)

Responsive – Good (rated 16 August 2022)

Well-led – Good (rated 16 August 2022)

The practice was also rated Good at our previous inspection on 25 November 2019.

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

Why we carried out this inspection/review

This was a responsive follow up inspection undertaken as part of our comprehensive inspection programme because the practice required improvement in the safe key question at their inspection on 16 August 2022.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account 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

- Review of information and action plan following the inspection on 16 August 2022
- A short site visit to corroborate evidence submitted following the inspection on 16 August 2022

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 have rated this practice as Good overall and Good for the safe key question which was re-rated at this inspection.

We found that the required improvements had been made since our previous inspection:

- The practice cared for patients in a way that kept them safe and protected them from avoidable harm, this included safeguarding and management of risk.
- The practice learned and made improvements when things went wrong.
- Staff vaccination was maintained in line with current UK Health and Security Agency (UKHSA) guidance if relevant to role.
- Health and safety risk assessments had been carried out and appropriate actions taken.
- The practice could demonstrate the prescribing competence of non-medical prescribers, and there was regular review of their prescribing practice supported by clinical supervision or peer review.
- Significant events and safety alerts were well managed.

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 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.

Background to St Johns Medical Centre

St Johns Medical Centre is located in Trafford, Greater Manchester at:

Altrincham Health and Wellbeing Centre

First Floor

31-33 Market Street

Altrincham

WA14 1PF

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

The practice is situated within the Trafford Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 17,500 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Trafford South area called Altrincham Healthcare Alliance Primary Care Network. There are five local GP practices including St Johns Medical Centre, working together with community mental health, social care, pharmacies, hospitals and voluntary sector specialists.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile which is ten. The higher the decile, the least deprived the practice population is relative to others.

There is a team of eight GP partners who provide cover at the practice alongside seven salaried GPs. They are supported by a team of seven nurses including an advanced nurse practitioner, a health care assistant and a phlebotomist. The practice is also involved in the education and training of the junior doctors and medical students. All students work under the close guidance of the GP team.

The GPs are supported at the practice by a team of reception/administration staff. There is an operations manager with oversight of the day to day running of the practice alongside a team of deputy managers.

The practice is open between 8am and 6pm 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 the Trafford Hub where late evening and weekend appointments are available. Out of hours services are provided by Mastercall.