

# Church View Medical Centre

## Inspection report

The Harpurhey Health Centre  
1 Church Lane, Harpurhey  
Manchester  
M9 4BE  
Tel: 01612713065

Date of inspection visit: 23 October 2023  
Date of publication: 01/02/2024

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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Church View Medical Centre on 19 & 23 October 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 2 July 2015, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Church View Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

We carried out this inspection in line with our inspection priorities and this inspection was comprehensive covering all key questions.

## **How we carried out the inspection.**

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:

# Overall summary

- The practice demonstrated that safety systems in place were working effectively, including those in relation to the environment, recruitment, and medicines management. Although we found limited examples of patients that had not been monitored fully in line with national guidance, the risk of these were low and the practice addressed these immediately.
- Cervical screening and childhood immunisation data was lower than average or target in some areas, but the practice was able to demonstrate the actions they had taken to address this and provided unverified data that indicated that some improvements were occurring.
- GP Patient survey data in relation to both the caring and responsive key questions was in line with local and national averages, but the practice continued to survey patients and consider ongoing feedback to ensure that they could identify and address patient concerns. This also included complaints that were managed well and were used for learning.
- Governance systems and leadership were in place and working effectively to ensure a good standard of care and treatment delivery, along with effective management of the workforce.

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

- Take action to continue to improve cervical screening and childhood immunisation uptake.
- Implement actions gained from assessing patient feedback to ensure that satisfaction remains high and continues to improve.
- Incorporate CQC clinical searches to audit systems to ensure all areas of medicine management are reviewed for outliers and address these on an ongoing basis.
- Improve systems in place to ensure formal review of DNACPRs, ensuring a consistent approach.
- Embed and strengthen clinical audit systems to ensure quality improvement.

**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 Church View Medical Centre

Church View Medical Centre is located in Harpurhey in Manchester at:

The Harpurhey Health Centre

1 Church Lane, Harpurhey

Manchester

M9 4BE

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 and surgical procedures. These are delivered from the above site.

The practice is situated within the NHS Greater Manchester Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4,037. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a primary care network (PCN), the practices PCN is the Higher Blackley, Harpurhey & Charlestown PCN.

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 7.4% Asian, 76.5% White, 11% Black, 3.8% Mixed, and 1.3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 2 GP partners (male) who have a team of 4 salaried GPs (2 male, 2 female), 1 practice nurse (female) who provides nurse led clinics for long-term conditions along with 2 HCAs (females) and a phlebotomist (female). The GPs are also supported at the practice by a team of reception and administration staff. The practice manager and team leader are based at the location to provide managerial oversight. The practice also enjoys the support of a clinical pharmacist and a Physician Associate (PA), who are employed by the PCN but work in the practice to support their patients.

The practice is open between 8 am to 6.30 pm 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 North Manchester GP federation, where late evening and weekend appointments are available. Out of hours services are provided by GoToDoc and NHS 111.