

Quayside Medical Practice

Inspection report

Failsworth District Centre
Ashton Road West, Failsworth
Manchester
M35 0AD
Tel: 01613571600
www.quaysidemedicalpractice.co.uk

Date of inspection visit: 08 November 2023
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Quayside Medical Practice on 24 October and 8 November 2023. Overall, the practice is rated as good.

Safe - good

Effective – good

Caring - good

Responsive -good

Well-led - good

Following our previous inspection on 17 December 2015, the practice was rated good overall and outstanding for providing Caring services.

At this inspection, we found that those areas previously regarded as outstanding practice were now embedded throughout the majority of GP practices. While the provider had maintained this good practise, the threshold to achieve an outstanding rating had not been reached. The practice is therefore now rated good for providing Caring services.

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

Why we carried out this inspection

We carried out this inspection in line with CQC methodology as the practice had not been inspected since 2015.

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:

Overall summary

- 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:

- 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.
- 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**:

- Improve the system to demonstrate all patient blood tests have been checked before issuing Warfarin.
- Take action to ensure all eligible patients are provided with a steroid card.
- Record the monitoring undertaken of the referrals, prescribing and consultations of staff employed in advanced clinical practice.
- Formally record the trend analysis of significant events to determine if any further actions are required for any repeated issues.
- Continue to monitor and improve the uptake of cervical screening and childhood immunisations.
- Take steps to carry out a further patient survey to identify if the improvements made to access have been effective.

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 Quayside Medical Practice

Quayside Medical Practice is located in Greater Manchester at:

Failsworth District Centre

Ashton Road West, Failsworth

Manchester

Greater Manchester

M35 0AD

The practice occupies two suites of offices opposite each other as a result of having taken over another GP practice located in the same building.

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

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 16,240. This is part of a contract held with NHS England.

The practice is part of Oldham South Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities 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.

According to the latest available data, the ethnic make-up of the practice area is 95 % White, 2.1% Asian, 1.7 % Mixed, 1% Black, 0.2% Other.

The age of the practice population was similar to national averages. Patients with long term health conditions is higher than national averages.

There is a team of two GP partners, three salaried GPs (one currently on maternity leave), two long-term locum GPs, two physicians associates, a locum advanced nurse practitioner (ANP), four practice nurses (including two locum practice nurses), a trainee nurse associate and two health care assistants. The practice was a training practice for foundation year 2 doctors and medical students. Locum clinicians were utilised to cover any staffing shortfalls. Two further GPs had been recruited to work at the practice. The clinicians are supported at the practice by a team of reception/administration staff, a practice manager and a non-clinical team leader. In addition, further services can be provided to patients through staff employed by the primary care network. This includes musculoskeletal practitioners, social prescribing, focused care services (providing health and social care support) and mental health practitioners. A pharmacy team also supported the practice. The provider was in the process of recruiting a clinical pharmacist and further administrative staff.

The practice is open between 7.30am and 6.30pm Monday and Tuesday, between 8am and 6.30pm Wednesday and Friday and between 7am and 6.30pm on a Thursday. 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 PCN, where late evening and weekend appointments are available.