

Market Street Medical Practice

Inspection report

76 Market Street
Droylsden
Manchester
M43 6DE
Tel: 01613716188

Date of inspection visit: 09 December 2021
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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 responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Market Street Medical Practice on 9 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good. We did not rate the responsive key question at this inspection.

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

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with the practice manager and a lead GP as part of the inspection.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types, including face to face, telephone and online consultations.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.

We noted outstanding features including the introduction of a GP assistant role. The GP assistant worked alongside GPs, sitting in on consultations where appropriate to support patients and enable them to coordinate any follow up appointments, chase referrals and be a point of contact should patients have any queries. Initial analysis of the role showed positive impact for patients, but also freed up GP time to see more patients.

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

Our inspection team

The inspection was led by a CQC inspector.

Background to Market Street Medical Practice

Market Street Medical Practice is located in Droylsden at:

76 Market Street

Droylsden

Manchester

Greater Manchester

M43 6DE

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.

The practice is open, Monday to Friday 7:30am to 6:30pm, with telephone lines open from 8am. Patients could access the electronic consultation service 24 hours a day seven days a week.

The practice is situated within the Tameside and Glossop Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 5849. This is part of a contract held with NHS England.

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.

According to the latest available data, the ethnic make-up of the practice area is 3% Asian, 93% White, 2% Black, 2% 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 seven GPs and the practice clinical team included a GP assistant, two nurses who provide nurse led clinics for long-term condition and two phlebotomists. Staff from the Primary care network, include a paramedic and pharmacists who hold clinics within the practice. Clinical staff are supported by two practice managers and eight other staff in the reception and administration team. The practice is also a training practice and has a trainee GP on placement.

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 this is arranged with the patient.

Extended access is provided locally by Go to Doc, where late evening and weekend appointments are available. Out of hours services are also provided by Go to Doc and are accessed via NHS 111.