

City Health Centre

Inspection report

2nd Floor, Boots
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Manchester
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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 inspection at City Health Centre on 1st & 2nd August 2022 . Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

The inspection was carried out following changes to the practice registration.

This inspection was a comprehensive inspection to check the provider was complying with the regulations under the Health and Social Care Act 2008. We inspected five key questions to determine if the service is safe, effective, caring, responsive and well led.

How we carried out the inspection

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:

- Using questionnaires sent to staff prior to the on-site visit;
- Speaking to staff in person;
- Completing clinical searches on the practice's patient records system and discussing findings with the provider;
- Reviewing patient records to identify issues and clarify actions taken by the provider;
- Requesting evidence from the provider;
- A shorter 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

Overall summary

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

We rated the practice as good for providing **safe** services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We rated the practice as good for providing **effective** services because:

- Patients received effective care and treatment that met their needs.

We rated the practice as good for providing **caring** services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care

We rated the practice as good for providing **responsive** services because:

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

We rated the practice as good for providing **well led** services because:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw the following **outstanding** practice:

The practice had designed and was delivering two government schemes . The Afghan Relocation Assisted Programme (ARAP) and the Asylum Seekers Contingency (ASC) both supported families placed in temporary accommodation in the City centre. service did not differentiate between permanent and temporary/transient patients

The Afghan Relocation Assisted Programme (ARAP) and Asylum Seekers Contingency (ASC) provide a full range of primary examinations, screening for families within their hotel rooms, which to date has seen:

- 880 patients screened over the last six months
- 98% uptake rate for cervical screening
- 71 positive for an infectious virus patients were referred to the relevant secondary care specialist by an agreed pathway of care with the trust
- All patients received pre and post screening counselling offered in the patient's first language including Dari, Fassi and Pashtu resulting in an 98% uptake of care.
- Positive outcomes included changes to NICE guidance to reduce radiological Xray exposure to young children.
- The provider had been nominated for three collaborative Heath Service Journal (HSJ) awards 2022, for their service delivery of these unique programmes.

The provider **should:**

- Monitor the health and safety arrangements between the landlord for the location, with all required information clearly documented and auditable within the practice.
- Review and complete actions within the infection control annual statement in a timely manner.

Overall summary

- Review the systems around significant event identification to ensure all appropriate clinical events are captured and documented.
- Continue to monitor and review the uptake of childhood immunisations, cervical and screening for the practice to help aim towards the national criteria targets.

Our inspection team

Our inspection team was led by a CQC lead inspector with a GP specialist advisor who spoke with the lead GP using video conferencing facilities and completed clinical searches and records reviews remotely without visiting the location.

Background to City Health Centre

City Health Centre sits in the heart of Manchester city centre at:

Boots the Chemist (2nd Floor)

32 Market Street

Manchester

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City Health Centre is located in the heart of Manchester city centre. The practice is part of GTD Healthcare, a not for profit provider of primary care, urgent care and out-of-hours services across North West England.

The practice is located within Boots the Chemist, on the second floor. A passenger lift is available to assist patients up to the surgery, with the nearest parking available within the Arndale Shopping Centre.

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 has an Alternative Primary Medical Services (APMS) contract. The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice has a registered patient population of about 14,381. In addition to the GP service, the provider also operates a walk-in service from this location.

Information published by Public Health England shows that deprivation within the practice population group is in the decile four (one 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 Asian 13.8%, White 76.2%, Black 3.1%, and Mixed 3.3%.

The service has unique patient demographics:

- Children registered at the practice under the age of five equates to 4% of the patient population.
- Over age of 65 years registered equates to 1% of the patient population.

There is a team of eight GPs, two physician associate practitioners, one paramedic and a registered mental health nurse. The nursing team is made up of three practice nurses and two assistant practitioners. The clinical team are supported by the practice manager, an assistant practice manager, and a team of reception/administration staff.

The walk in service allows patients in the area access to treatment without having to wait for their own GP. Clinics were covered by four advanced nurse practitioners.

The practice also has access to support from the gtd Healthcare head office team, including human resources, medicines management team and clinical leadership for guidance and support.

Extended access is also provided locally by gtd Healthcare from the neighbourhood hub, where late evening and weekend appointments are available.