

# Eastlands Medical Practice

## Inspection report

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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Eastlands Medical Practice on 5 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this new service. This inspection looked at the following key questions, safe, effective, caring, responsive and well led.

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 have rated this practice as good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had increased their clinical GP capacity, by taking on a newly appointed GP partner.
- 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.
- The practice organised and delivered services to meet patients' needs. 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.

The areas where the provider **should** make improvement are:

- Improve the format and structure of the clinical audit process.
- Review staff immunisation status of clinical staff for Hepatitis B booster.
- All nursing staff completed level three safeguarding training.
- All staff complete sepsis training.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to Eastlands Medical Practice

Eastlands Medical Practice is located close to Manchester city centre and is part of the Manchester Health and Commissioning (CCG). The practice is located on the ground floor of a health centre which is managed by NHS Properties Ltd and also hosts two other GP practices.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 74 years compared to the national average of 79 years. Female life expectancy is 78 years compared to the national average of 83 years.

The practice in 2018 was originally taken over by a single-handed GP (female). In 2019 the practice took on another partner (female). There is one practice nurse and one healthcare assistant (HCA). Members of clinical staff are supported by a practice manager and reception staff.

Patients requiring a GP outside of normal working hours are advised to call “Go-to-Doc” using the usual surgery number and the call is re-directed to the out-of-hours service.

The practice has a General Medical Service (GMS) contract with NHS England. At the time of our inspection 5,551 patients were registered with the practice.