

Millbrook Medical Practice

Inspection report

Hollybank House
Hollybank, Millbrook
Stalybridge
SK15 3BJ

Tel: 01613042470

Date of inspection visit: 05 May 2022

www.gtdhealthcare.co.uk/millbrookmedicalpractice Date of publication: 30/05/2022

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 Millbrook Medical Practice on 5 May 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

This inspection was a comprehensive inspection which included a site visit. The inspection was carried out following changes to the practice registration in March 2020, after the existing provider changed its legal status and the length of time since its previous inspection in 2016.

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:

- Conducting staff interviews using video conferencing
- Using questionnaires sent to staff prior to the on-site visit
- 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
- 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 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.
- The practice adjusted how it delivered services to respond to and meet the needs of patients during the COVID-19 pandemic. 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**:

- Ensure the Asthma Exacerbations in Primary Care protocol is embedded.
- Monitor the system put in place to ensure document workflow has been embedded.

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

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 Millbrook Medical Practice

Millbrook Medical Practice is in Stalybridge at:

Millbrook Medical Practice,

Hollybank,

off Grove Road,

Millbrook,

Stalybridge,

Greater Manchester,

SK15 3BJ

The practice is part of gtd Healthcare, a not for profit provider of primary care, urgent care and out-of-hours dental services across North West England.

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 situated within the Tameside and Glossop Clinical Commissioning Group (CCG) and delivers Alternative Primary Medical Services (APMS) to a patient population of about 3598. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices, Stalybridge, Dukinfield and Mosley (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 2.5% Asian, 96% White, 0.5% Black, and 1% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are fewer older patients (8.6%) registered at the practice compared to England average (17.4%).

There is a team of two GPs (one post currently vacant, covered by locum GPs), trainee advanced clinical practitioner, practice nurse, pharmacist and health care assistant. The clinical team are supported at the practice by an operations manager, assistant operations manager, and a team of reception/administration staff. 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.

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 initially telephone consultations. If the GP needs to see a patient face-to-face then the patient is invited to attend the surgery.

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