

Walkden Medical Practice

Inspection report

2 Hodge Road
Worsley
Manchester
M28 3AT
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www.walkdenmedicalcentre.co.uk

Date of inspection visit: 23 April 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 safe?

Good



Overall summary

We carried out a focused desktop review at Walkden Medical Practice on 23 April 2021. Overall, the practice is now rated good for providing 'safe' services and remains rated 'good' overall.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 13 March 2019, the practice was rated Good overall and for key questions effective, caring, responsive and well-led but rated Requires Improvement for providing safe services:

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

Why we carried out this review

This inspection was a focused desk top review carried out on 23 April 2021 to confirm that the practice had carried out its plan to meet the requirements in relation to those identified in our previous inspection on 13 March 2019. This report covers our findings in relation to

those requirements and also additional improvements made since our last inspection.

How we carried out the review

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 and reviews differently.

This review was carried out in a way which enabled us to analyse information without spending time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Requesting evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider.

Overall summary

We have rated this practice as Good overall with the key question safe now rated as Good.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice introduced and improved systems and processes to keep patients safe. This included taking appropriate action on patient safety alerts and ensuring recruitment checks were documented when employing new staff members.
- The practice introduced a system where it had oversight of training completed by locum GPs.
- The practice had an audited system to dispose of out of date consumables.
- The practice formalised and documented staff appraisals.
- GPs attended regular vaccine and immunisation update 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

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Walkden Medical Practice

Walkden Medical Practice is located at:

2 Hodge Road

Worsley

Manchester

M28 3AT

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

The practice is situated within the Salford Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 8481. This is part of a contract held with NHS England.

Information published by Public Health England report deprivation within the practice population group as three on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The practice caters for a high proportion of patients experiencing a long-standing health care condition, 55% compared to the local average of 53% and a national average of 52%. There is a lower percentage of patients in paid work or full-time education, 57% compared to the local average of 65% and national average of 64%.

The average life expectancy of the practice population is very similar to the national average for both males and females (79 years for males, the same as the national average of 79 years and 82 years for females compared to the national average of 83 years.)

The age distribution of the practice population closely mirrors the local and national averages. There are 4103 male patients registered at the practice compare to 4177 females.

There is a team of six GPs who are supported by three nurses who provide nurse led clinic's for long-term conditions, a healthcare assistant and a phlebotomist. The clinical team is supported by a practice manager and administration and reception staff.

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 the patient is offered an appointment at the surgery.

Extended access is provided each morning by the practice. Out of hours services are provided by NHS111.