

Cleggs Lane Medical Practice

Inspection report

129-131 Cleggs Lane
Little Hulton
Manchester
M38 9RS
Tel: 01617994001
www.cleggslanepractice.nhs.uk

Date of inspection visit: 25 January 2024
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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 assessment of Cleggs Lane Medical Practice on 25 January 2024. The assessment focused on the responsive key question.

Following our previous inspection on 29 September 2022 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Cleggs Lane Medical Practice on our website at www.cqc.org.uk.

The practice continues to be rated as good overall.

Safe – not inspected

Effective - not inspected

Caring - not inspected

Responsive - Good

Well-led - not inspected

Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Our findings

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

Overall summary

- 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:

- Patients could access care and treatment in a timely way and the provider had implemented systems and processes as a result of patient feedback.
- National GP patient survey results relating to access were mostly above national averages.
- Complaints were handled in a timely manner.

Whilst we found no breaches of regulations, the provider **should**:

- Follow their complaints policy to ensure responses have a meaningful apology where it is due and signposting the complainant to next steps including details of the Parliamentary and Health Service Ombudsman (PHSO).

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Cleggs Lane Medical Practice

Cleggs Lane Medical Practice is located in Salford at:

129-131 Cleggs Lane

Little Hulton

Manchester

M38 9RS

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, surgical procedures, and family planning.

The GP also offered a private circumcision clinic to those under six months of age for non-therapeutic reasons on a fee-paying basis only and was accessible to people who chose to use it.

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4,520. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices the Walkden and Little Hulton primary care network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the first lowest decile (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 84.4% White, 7.9% Black, 3.7% Asian, 2.6% Mixed and 1.4% Other.

The age distribution of the practice population closely mirrors the local and national averages but there are more young patients than older patients.

There is a team of two GPs who provide cover at the practice. The practice has an advanced nurse practitioner and a team of two nurses who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice has two practice managers who share the roles and responsibilities who with the lead GP provide managerial oversight.

The practice is open between 8 am to 6:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.