

The Wilbraham Surgery

Inspection report

515 Wilbraham Road
Manchester
M21 0UF
Tel: 01618816120

Date of inspection visit: 11 July 2022
Date of publication: 04/08/2022

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 well-led?

Good



Overall summary

We carried out a desktop focused review of The Wilbraham Surgery on 11 July 2022.

We had previously inspected the practice in May 2021 where the practice's overall rating was good, with the key question of Well-led rated as requires improvement. All other key questions were rated good.

We issued the practice with a requirement notice for a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance) following this previous inspection.

The full comprehensive report following the inspection in May 2021 can be found on our website here:
<https://www.cqc.org.uk>

This desk top review focused on the following key questions:

- Well-led

How we carried out the inspection/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 & reviews differently.

This review was carried out in a way which meant we did not need to visit the 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
- Requesting evidence from the provider

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

- what we found when we reviewed action plan from the provider
- 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 the well-led key question.

We found that:

- The practice was able to demonstrate that improvements had been made to the areas of the well-led key question that had been raised as a concern at the inspection in May 2021. This included evidence of quality improvement activity, governance arrangements and the management and recording of DNACPRs.
- The practice had complied with the requirement notice that had been issued in May 2021.

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 consisted and was led by a CQC lead inspector who spoke with staff using video conferencing facilities and requested evidence in the same way.

Background to The Wilbraham Surgery

The Wilbraham surgery is located in Manchester at:

515 Wilbraham Road

Chorlton-cum-Hardy

Manchester

M21 0UF

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 and surgical procedures.

The practice is situated within the NHS Greater Manchester Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4833. This is part of a contract held with NHS England.

Information published by Public Health England report deprivation within the practice population group as 5 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The number of patients experiencing a long-standing health care condition is in line with ICS and national averages at 46%. There is a higher percentage of patients in paid work or full-time education, 70% compared to those patients who are currently unemployed; 2%.

The average life expectancy of the practice population is in line with local and national averages for both males and females (77 years for males, compared to the local average of 77 and national average of 79 years and 83 years for females compared to the local average of 81 years and national average of 83 years. The age distribution of the practice population closely mirrors the local and national averages. There are more female patients registered at the practice compared to males.

The provider is a single-handed GP supported by a team of four other GPs who provide cover at the practice, two of which are currently on maternity leave. The practice does not currently have a full-time employed nurse but uses two regular locum nurses. The practice also employs a clinical pharmacist on a pro rata basis.

The GPs are supported at the practice by a team of reception and administration staff. The practice manager is based onsite to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, telephone consultations still play a part in the structure of GP appointments. Face-to-face appointments are available for those patients who wish this and the patient is offered a choice of GP. If the patient does not necessarily need to see a GP, they are offered a choice of other allied health professional depending on their needs. The practice, along with six other practices locally have formed a Primary Care Network (PCN) and the practice is part of the Manchester Primary Care network federation that offers extended hours for patients.