

Guttridge Medical Centre

Inspection report

Deepdale Road
Preston
PR1 6LL
Tel: 01772325130

Date of inspection visit: 1 December 2023
Date of publication: 29/01/2024

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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of Guttridge Medical Centre on 1 December 2023. The assessment focused on the responsive key question.

Following our previous inspection on 14 February 2019 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 Guttridge Medical Centre on our website at www.cqc.org.uk

The practice continues to be rated as good overall and the responsive key question continues to be rated as good as a result of the findings of this focused assessment.

Safe - Good

Effective - Good

Caring - Good

Responsive – Good

Well-led – Good

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 inspection/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

Overall summary

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

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the provider highlighted the work they are doing to maintain and improve the responsiveness of the service for their patient population.
- The provider organised and delivered services to meet patients' needs. They worked individually and alongside other agencies to meet the needs of the patients and improve their experiences of care and treatment.
- People were able to access care and treatment in a timely way.
- Complaints were listened to, managed appropriately and used to improve the quality of care.

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 Guttridge Medical Centre

Guttridge Medical Centre is located in Preston at:

Deepdale Road,

Preston,

Lancashire

PR1 6LL

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. procedures.

The practice is situated within NHS Lancashire and South Cumbria Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 3890. This is part of a contract held with NHS England.

The practice is part of Greater Preston Primary Care Network (PCN). They work in collaboration with 8 other practices to share best practice, provide extended access appointments and share the use of some additional roles staff.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the decile 2 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 56.6% white, 34.6% Asian, 3% Black, 3% Mixed and 2.7% Other.

The age distribution of the practice population shows a greater percentage of working age and young people and a lower percentage of older people than the local and national averages.

The service is run by a Lead GP with 1 salaried GP, 2 long term locum GPs, 1 advanced clinical practitioner, a practice nurse and a trainee healthcare assistant/receptionist. The clinical team are supported by a practice manager, 3 care navigators, 1 care coordinator, 1 medicines co-ordinator/medical secretary and 1 social prescriber/receptionist.

The practice is open between 8am to 6 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 through Primary Care Network arrangements, where pre-bookable evening appointments are available from 6.30pm to 8pm every weekday and pre-bookable appointments on Saturdays and Sundays. Out of hours services are provided by an external provider.