

Droylsden Road Family Practice

Inspection report

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Manchester
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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	Requires Improvement	
Are services safe?	Good	
Are services effective?	Requires Improvement	
Are services caring?	Good	
Are services responsive to people's needs?	Requires Improvement	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Droylsden Road Family Practice on 18 & 24th May 2022 . Overall, the practice is rated as Requires Improvement.

The ratings for each key question are:

Safe - Good

Effective – Requires Improvement

Caring – Good

Responsive - Requires Improvement

Well-led – Good

Why we carried out this inspection

The inspection was carried out following changes to the practice registration.

This inspection was a comprehensive inspection to check the provider was complying with the regulations under the Health and Social Care Act 2008. We inspected five key questions to determine if the service is safe, effective, caring, responsive and well led.

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:

- Using questionnaires sent to staff prior to the on-site visit;
- Speaking to staff in person;
- 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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- 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. However, there were shortfall to deliver some screening programmes, with one clinical search identifying patients over ordering of one inhaler.
- 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. However, the GP survey data was below local and national average in multiple areas.
- The way the practice was led and managed promoted the delivery of high-quality, person-centered care.

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

- Continue to monitor and review the uptake of childhood immunisations, cervical screening for the practice to help aim towards the National criteria targets.
- Continue to monitor patient access and look at ways to improve the GP satisfaction survey data.
- Continue to audit and review the repeat prescription pathway which involves third parties requesting patients' medication.

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff 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 Droylsden Road Family Practice

Droylsden Road Family Practice on the outskirts of Manchester at:

55 Crescent Road

Crumpsall

Manchester

M8 9JT

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 Manchester health and social care and delivers General Medical Services (GMS) to a patient population of about . This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile one (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 3.9% Asian, 86.3% White, 5.5% Black, and 3.4% and Mixed 0.8%.

There is a team of two GPs (one male and female) one physician associate practitioner and one remote pharmacist. The nursing team is made up of of, one practice nurse and one assistant practitioner. The clinical team are supported at the practice manager, assistant practice 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.

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