

Drs Joseph Borg-Costanzi/Ian Gilani/Brian Rhodes

Inspection report

Monton Medical Centre
Canal Side, Monton Green, Eccles
Manchester
M30 8AR
Tel: 08448151147






Date of inspection visit: 25 October 2022
Date of publication: 16/11/2022

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 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

This inspection of 25 October 2022 was a full comprehensive inspection. All key questions were inspected. We have rated the practice good overall with the following ratings for individual key questions, reflecting the significant improvements that had been made:

Safe – Good

Effective – Good

Caring - Good

Responsive – Good

Well-led – Good

We previously inspected Monton Medical Centre, Canal Side, Monton Green, Eccles, Manchester, M30 8AR on 26 April 2022. This was a full comprehensive inspection following ongoing monitoring of potential risk. At that time the practice was given an overall rating of inadequate with the following key question ratings:

Safe - Inadequate

Effective – Requires Improvement

Caring - Good

Responsive – Requires Improvement

Well-led - Inadequate

After the inspection on 26 April 2022 a warning notice was issued for a breach of regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014. We also issued requirement notices were issued for breaches of regulations 16 (receiving and acting on complaints), 17 (good governance), 18 (staffing) and 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.

We carried out a further inspection at Monton Medical Centre on 4 August 2022, to check progress against the requirements of the warning notice issued on 11 May 2022. We found the practice had taken positive action to address the issues raised in the warning notice. No ratings were awarded as part of that inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Drs Joseph Borg-Costanzi/Ian Gilani/Brian Rhodes on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection of all five key questions. We also followed up on the breaches of regulations we found in our previous inspection.

How we carried out the inspection/review

Overall summary

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A 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
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to improve how patients get through to someone at the practice on the phone.
- Follow their complaints policy when responding to complaints.
- Continue to make improvements to cervical cancer screening rates.

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

I am taking this service out of special measures. This recognises the improvements made to the quality of care provided by this service.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit accompanied by a second CQC inspector. The team included a GP specialist advisor who spoke with staff and completed clinical searches and records reviews on site.

Background to Drs Joseph Borg-Costanzi/Ian Gilani/Brian Rhodes

Monton Medical Centre is located in Salford at:

Monton Medical Centre

Canal Side,

Monton Green,

Eccles

Manchester

M30 8AR

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.

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (**PMS**) to a patient population of about 9506. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Eccles and Irlam primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 92% White, 3.6% Asian, 1.8% Mixed, 1.3% Black, and 1.3% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of five GPs and one advanced nurse practitioner who provide cover at the practice. The practice has a team of two nurses who provide nurse led clinics for long-term conditions. The practice had two health care assistants who provide specific clinical procedures, such as blood pressure and new patient checks. The GPs are supported at the practice by a team of reception/administration staff. The practice did not have a practice manager at the time of inspection, they had a management consultant who was supporting the practice.

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 a face-to-face appointment.