

# The Medical Centre

## Inspection report

Market Street  
Whitworth  
Rochdale  
Lancashire  
OL12 8QS

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[www.whitworthmedicalcentre.nhs.uk](http://www.whitworthmedicalcentre.nhs.uk)

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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Whitworth Medical Centre on 20 February 2019 as part of our inspection programme.

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 and good for all population groups.**

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 were positive about the care and treatment they received.

- The practice organised and delivered services to meet patients' needs. The practice ensured additional services were available in recognition of the gaps in community care available to patients locally.
- 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.
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Whilst we found no breaches of regulations, the provider **should:**

- Undertake infection prevention and control audits annually.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to The Medical Centre

The Medical Centre is located at Whitworth Medical Centre, Market Street, Whitworth, Rochdale, Lancashire, OL12 8QS. The surgery has ample off road parking for patients.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is part of the East Lancashire Clinical Commissioning Group (CCG) and provides services to 7,350 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice's patient population is broadly in line with local and national averages in terms of the age

distribution. The practice caters for a slightly higher proportion of patients with a long-standing health condition at 58%, compared to the CCG average of 54% and national average of 51%.

Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The provider is a partnership of four GP partners. One of the GP partners was due to leave the practice shortly after our inspection, and the practice was recruiting to replace them. The practice also employs a long-term locum GP. The GPs are supported by a team of three practice nurses and two health care assistants. Non-clinical staff at the practice include a practice manager, assistant practice manager and a team of administration and reception staff.

Outside normal surgery hours, patients are advised to contact the out of hours service, offered locally by the provider East Lancashire Medical Services.