

Lime Square Medical Centre

Inspection report

Lime Square
Ashton Old Road
Manchester
Lancashire
M11 1DA
Tel: 0161 371 0678
Website: www.limesquaremc.co.uk

Date of inspection visit: 26th April 2019
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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

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

We carried out an announced comprehensive inspection at Lime Square Medical Centre on 26 April 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager adviser.

Background to Lime Square Medical Centre

Lime Square Medical Centre is located close to Manchester City centre. The practice is situated in a modern purpose-built retail complex. All services are delivered on the first floor of the building with disabled access from the ground floor available. There is multiple parking available to patients.

The practice is part of a wider group called Beacon Medical Group, where local practices within the group, share learning and provide peer support. They also have a standardised governance system in place.

At the time of our inspection there were 6099 patients registered with the practice. The practice has a General Medical Services (GMS) contract and is a member of Manchester Health and Care Commissioning.

The average life expectancy and age profile of the practice population is slightly above the CCG and national average. Information taken from Public Health England placed the area in which the practice at seven on the scale of deprivation (from a possible range of between one and 10, where one is most deprived). In general, people living in more deprived areas tend to have greater need for health services.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; maternity and midwifery services and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Lime Square Medical Centre

Openshaw

Manchester

M11 1DA

The practice has a website that contains information about what they do to support their patient population and the in-house.

The practice provided inhouse training to student pharmacist.