

Beacon Medical Centre

Inspection report

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Manchester
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Date of inspection visit: 09 November 2023
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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 responsive to people's needs?		Requires Improvement	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Beacon Medical Centre on 9 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring – good (not inspected rating carried forward from last inspection)

Responsive – requires improvement

Well-led - good

Following our previous inspection on 17 November 2015, 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 Beacon Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

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 short 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 rated the practice Good for providing safe services. We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- Staff assessed patients' needs and delivered care in line with current evidence based practice and had the skills, knowledge and experience to deliver effective care and treatment.

We rated the practice Good for providing effective services. We found that:

- Patients received effective care and treatment that met their needs and was continually monitored.

We rated the practice requires improvement for providing responsive services. We found that:

- Staff understood and fulfilled their responsibilities to raise concerns and report incidents. All opportunities for learning from incidents were maximised.
- It was noted the practice was below local and national averages in most indicators in the national patient survey. Although national averages have declined during this time, the practice's performance had also declined. The practice had implemented an action plan in response to patient feedback, and sent out their own patient questionnaire. Unverified patient feedback from this questionnaire indicated improved patient satisfaction in some areas, although further improvements were required particularly in relation to telephone access.

We rated the practice Good for providing well led services. We found that:

- 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 efforts to improve the patient experience of accessing the practice by telephone and their satisfaction levels with appointment access, as identified in the most recent National Patient Survey.
- Continue efforts to improve uptake for childhood immunisations.
- Continue to improve uptake for cervical cytology cancer screening.
- Continue to address higher levels of antibiotic prescribing, when compared to the national average.

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 inspection team was led by a CQC lead inspector who undertook a site visit. The team included a regulatory co-ordinator and a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews remotely without visiting the location.

Background to Beacon Medical Centre

Beacon Medical Centre is located in Higher Blackley at:

156 Victoria Avenue

Higher Blackley

Manchester

M9 0FN

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 Greater Manchester Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4410. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Higher Blackley, Harpurhey and Charlestown Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (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 85.6% White, 5.4% Black, 5.1% Asian and the rest are mixed and other ethnicities.

The age distribution of the practice population mirrors the local and national averages. There are slightly more male patients registered at the practice compared to females.

There is a team of 3 GPs who provide cover. The practice includes 2 nurses who provide nurse led clinics for long-term conditions. The clinical team are supported at the practice by a practice manager and an assistant and a team of reception/administration staff.

The practice is open between 8am to 6.30pm Monday to Thursday and 7am to 6.30pm on Fridays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the Primary Care Network, where late evening and weekend appointments are available. Out of hours services are provided by gtd Healthcare. (Go to Doc Healthcare)