

# New Collegiate Medical Centre

## Inspection report

407 Cheetham Hill Road  
Cheetham  
Manchester  
Greater Manchester  
M8 0DA  
Tel: 0161 205 4364  
www.collegiatemanchester.com






Date of inspection visit: 12 March 2019  
Date of publication: 29/04/2019

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?	Requires improvement 
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.** (Previous rating 06 2015– Good)

The key questions at this inspection are rated as:

Are services safe – Requires Improvement

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 New Collegiate Medical Centre on 12 March 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:

- Structures, processes and systems to support good governance and management were in place. However, better communication was required to ensure that they were clearly set out, understood and effective for all staff.
- The practice had 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 focus on continuous learning and improvement at all levels of the organisation.

We rated the practice as requires improvement for providing safe services because:

There was no formal process in place to monitor new locum recruitment checks. The system for managing significant events and safety alerts was not robust or clearly communicated. A fridge incident would have gone unnoticed, if checks had not been done by the by the inspection team on the day of inspection. Some of the single clinical audits had no dates documented. There was no process for checking of blank prescriptions.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Implement a practice mission statement and values.
- Implement a Patient Participation Group (PPG) in order to identify and act on patients' views about the service.
- Complete infection control action plan in relation to blinds and slats.
- Implement a formal supervision structure of learning for the Advanced Nurse Prescriber.
- Review the communication between the clinicians and the practice manager in relation to the complaints process and health and safety risk assessments.

**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

<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, a practice manager specialist advisor and a second practice manager advisor who was shadowing the team.

## Background to New Collegiate Medical Centre

New Collegiate Medical Centre is located on the outskirts of Manchester.

The practice is located in a large purpose-built building with all services to patients located on the ground and first floor. The first floor was accessible by stairs or lift and held a mix of staff offices and external treatment rooms with seated waiting areas. There is disabled access and parking available to patients.

At the time of our inspection there were 14,100 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 1 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:

New Collegiate Medical Centre  
407 Cheetham Hill Road  
Manchester  
M8 0DA

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

[www.collegiatemanchester.com](http://www.collegiatemanchester.com)

The practice is a teaching practice for medical students, including nurses and paramedics.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met...</b></p> <p><b>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</b></p> <p><b>In particular we found:</b></p> <ul style="list-style-type: none"><li>• The system for managing significant events and safety alerts was not robust or clearly communicated.</li><li>• Some of the single clinical audits had no dates documented.</li><li>• There was no process for checking of blank prescriptions.</li></ul> <p><b>The registered provider did not always maintain securely such other records as are necessary to be kept in relation to persons employed in the caring on of the regulated activity. In particular:</b></p> <ul style="list-style-type: none"><li>• There was no process in place to monitor new locum recruitment checks.</li></ul> <p><b>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>