

Deane Medical Centre

Inspection report

Date of inspection visit: 18/12/2018

Date of publication: 07/03/2019

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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Deane Medical Centre on 18 December 2018 as part of our inspection programme. The practice was last inspected in 2014 when they received an Outstanding rating. 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.
- The practice organised and delivered services to meet patients' needs. 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.

We saw areas of outstanding practice:

- The GPs at this practice provided a responsive service to the vulnerable population group. They undertook regular education sessions on Saturday mornings to improve patients' understanding of their long-term diseases and address concerns. The practice had identified language as one of the biggest barriers to good health outcomes and used various innovative methods of communication to overcome those barriers. They had identified an increase in the Somali community and used the local Mosque to in reach to that vulnerable population group. A specific bereavement sessional group was introduced to enable patients to support each other. They continued to explore barriers to poor compliance and improve health outcomes for patients.

The practice should:

- Assess the risk of non-wall-mounted sharps bins
- Consider lowering the threshold for significant incidents

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Deane Medical Centre

Dr Anjana Kumar is the registered manager and provider of services at Deane Medical Centre. They are situated in a recently renovated modern purpose built medical facility on Deane Road with a branch surgery situated on St Helens Road in Daubhill. The surgery has good transport links and there are local pharmacies nearby.

They provide primary care services to a registered list of 3619 patients from diverse multi-ethnic backgrounds. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of Bolton Clinical Commissioning Group (CCG). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder and injury.

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.

There are two partners GPs (one male and one female) and another female sessional GP. There is also a practice nurse and a healthcare assistants. The clinical team are supported by a full-time practice manager and five administration/reception staff. A health improvement practitioner is also affiliated to the practice.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the second most deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Bardoc. Additionally, patients can access GP services in the evenings from 6.30pm till 9.30pm and on Saturdays, Sundays and Bank holidays from 9am until 1pm.