

# The Great Sutton Medical Centre - Green

## Inspection report

Old Chester Road  
Great Sutton  
Ellesmere Port  
CH66 3SP

Tel: 01513393126

[www.greatsuttonmedicalcentre.co.uk](http://www.greatsuttonmedicalcentre.co.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

Inspected but not rated



# Overall summary

We carried out an announced inspection at The Great Sutton Medical Centre – Green on 9 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Great Sutton Medical Centre – Green on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was undertaken in response to data and information we reviewed which suggested potential issues with access to appointments.

## How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site.

Interviews were carried out with the practice manager, business manager, office manager and reception manager.

We found that:

- People were able to access appointments in a timely way.
- Action was taken to minimise the length of time people waited for care, treatment or advice.
- The practice offered a range of appointment types.
- People were able to make appointments in a way that meets their needs.
- There were systems in place to support people who face communication barriers to access treatment.
- People with the most urgent need had their care and treatment prioritised.
- Information was available to support people understand how to access services.
- There were enough staff to provide appointments and prevent staff from working excessive hours. Additional staff were employed.
- There were systems in place to monitor access to appointments and make improvements. The practice was proactive in their approach and take action to improve access.

**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

## Our inspection team

The inspection was led by a CQC lead inspector.

## Background to The Great Sutton Medical Centre - Green

The Great Sutton Medical Centre is located in Ellesmere port, Cheshire at:

Old Chester Road

Great Sutton

Ellesmere Port

Cheshire

CH66 3SP

The practice was open 8am to 6.30pm Monday to Friday. Information on how to access GP services during the out of hours period was also available.

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

The practice offers a range of services from one main location.

The practice is situated within the Cheshire Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 20,199. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a Primary Care Network (PCN). They are part of the One Ellesmere Port PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (six 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 97.9% White, 1% Asian, 0.8% Mixed, 0.2% Black, and 0.1% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more working age patients registered at the practice compared to younger and older patients combined.

There is a team of 12 GPs supported clinically by a team of nurse practitioners, nurses, healthcare assistants and occupational therapist. The clinicians are supported at the practice by a team of reception/administration staff and practice management team who provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of face to face appointment at the practice, home visit or care home visit.

Extended access is provided locally by the extended hours service, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.