

# Corkland Road Medical Practice

## Inspection report

9 Corkland Road  
Chorlton-Cum-Hardy  
Manchester  
M21 8UP

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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

We carried out an announced comprehensive inspection of Corkland Road Medical Practice on 7 January 2020 as part of our inspection programme. This was the first inspection of Corkland Road Medical Practice since the new provider was registered in July 2019.

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.

We rated the practice as **good** for providing safe services because:

- The practice had clear systems and processes to keep patients safe.
- There were adequate systems and processes to assess, monitor and manage risks to patient safety.
- The practice had effective systems in place for the safe management of medicines.
- The practice had a system to learn and make improvements when things went wrong.

We rated the practice as **good** for providing effective services because:

- Patients needs were assessed and care and treatment was delivered in line with current legislation, standards and evidence-based guidance.
- The practice was able to show that staff had the skills, knowledge and experience to carry out their roles.
- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff were consistent and proactive in helping patients to live healthier lives.
- The practice was able to show that it was monitoring consent to care and treatment.

We rated the practice as **good** for providing caring services because:

- Staff treated patients with kindness, respect and compassion. Feedback from patients was mostly positive about the way staff treated people.

- Staff helped patients to be involved in decisions about care and treatment.
- The practice respected patients' privacy and dignity.

We rated the practice as **good** for providing responsive services because:

- The practice organised and delivered services to meet patients' needs.
- Patients were able to access care and treatment in a timely way. Patient feedback was mostly positive around being able to see a clinician when they needed to.
- Complaints were listened to and responded to and used to improve the quality of care provided.

We rated the practice as **good** for providing well-led services because:

- Leaders could demonstrate that they had the capacity and skills to deliver high quality, sustainable care.
- The practice had a clear vision and strategy to support the delivery of high quality and sustainable care.
- The overall governance arrangements effective.
- The practice had clear and effective processes for managing risks, issues and performance.
- There was evidence of systems and processes for learning, continuous improvement and innovation.

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

- Review and improve the infection, prevention and control audit process.
- Improve the system for monitoring high risk medicines to capture all information received from the hospital.
- Continue to work to improve patient satisfaction in response to feedback.
- Develop a structured clinical audit plan.
- Develop a patient participation group.

## 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

## 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 inspector and included a second inspector and a GP specialist advisor.

## Background to Corkland Road Medical Practice

Corkland Road Medical Practice is a single-handed practice that is situated at 7-9 Corkland Road, Chorlton-Cum-Hardy, Manchester M21 8UP.

The practice is provided from two properties that have been converted into a purpose-built building with disabled access. The practice has a reception and waiting area with a number of consulting and treatment rooms used by the GPs and nursing staff. The basement has also been converted to provide a conference room, offices and other facilities.

There is good access to local public transport links. More information is available on the practice website: <https://www.corklandroadmedicalpractice.co.uk/>

The practice is part of the NHS Manchester Clinical Commissioning Group (CCG). Services are provided under a general medical service (GMS) contract with NHS England. The practice provides surgical procedures, diagnostic and screening procedures, family planning, treatment of disease, disorder or injury and maternity and midwifery services as its regulated activities. There were approximately 7,490 patients on the practice register at the time of our inspection.

Services are provided by the provider (a male) and five part time female salaried GPs. The practice also employs

a practice nurse and a health care assistant. The clinical team is supported by a practice manager, an assistant practice manager, seven administration and reception staff and a cleaner.

Information published by Public Health England rates the level of deprivation within the practice population group as five on a scale of one to ten. Level one represents the highest level of deprivation and level ten the lowest.

The practice has a lower percentage (34.2%) of its population with a long-standing health condition when compared to the local CCG average (48.7%) and the England average (51.4%). The patient numbers in the older age groups are also lower than both the CCG and England averages. For example, 8.1% of the patient population is aged over 65+ years compared to the CCG average of 9.9% and the England average of 17.4%. The practice has 76.2% of its population with a status of being in paid work or in full-time education, which is above the CCG average (65.1%) and the England average (62.6%).

The practice is part of a federation of GP practices who provide extended hours cover in the area. Registered patients can access extended hours appointments via the Manchester Extended Access Service (MEAS). The extended access service is delivered from designated 'hubs' across Manchester. A number of appointments are

bookable via the practice and operating times of the service vary between each location. Appointments are available at all sites between 6 pm and 8 pm on weekdays and on Saturday and Sunday mornings.

Out of hours cover is provided by the NHS 111 service and Go to Doc.

The practice is a training practice supporting GPs in training and a teaching practice, supporting medical students.