

# The Park Medical Centre

## Inspection report

434 Altrincham Road  
Baguley, Wythenshaw  
Manchester  
M23 9AB  
Tel: 01619985538

Date of inspection visit: 25 November 2021  
Date of publication: 03/01/2022

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



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced inspection at The Park Medical Centre on 28 and 30 June 2021.

The practice was given an overall rating of Inadequate with the following domain ratings:

Safe – Inadequate

Effective – Good

Caring – Good

Responsive – Inadequate

Well-led – Inadequate

Following this inspection warning notices were issued in respect of breaches to Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment) and Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance).

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

On 23 and 25 November 2021 we undertook a focused inspection to check that the practice had met the legal requirements of the warning notices. We found:

- Improvements had been made in a number of areas, including non-clinical risk management, patient backlogs in relation to monitoring and systems to ensure staff had the training and knowledge to complete their roles.
- The practice was working through an action plan with the support of the CCG’s pharmacist to implement further improvements around medicines management.
- Governance arrangements had not yet been fully formed or embedded but were beginning to be re-established to facilitate improvements.
- Clinical oversight and leadership remained incohesive and clinical risk or quality improvement activity had not always been effectively considered or implemented.
- The provider had increased nursing capacity by recently recruiting new nursing staff, as well as an additional health care assistant to support them. However, these new staff members had not yet been in post long enough for their work to be reflected in patient outcomes such as improved screening uptake rates.

While we saw improvements had been made by the provider, some gaps still remained. Therefore, we found the provider had partially complied with the warning notices issued following the previous inspection.

**The rating of inadequate awarded to the practice following our full comprehensive inspection on 28 and 30 June 2021 remains unchanged.**

**We will undertake a further full comprehensive inspection of the practice in the near future in line with our inspection methodology in order to further monitor any improvements made by the provider and to update the practice’s rating as necessary.**

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

# Overall summary

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

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

## Background to The Park Medical Centre

The Park Medical Centre is located at;

434 Altrincham Road,

Wythenshawe

Manchester,

M23 9AB

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 which are delivered from a purpose-built surgery building.

The practice is situated within the Manchester Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 5345 patients. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of ten). 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, 84.4% White, 6% Asian, 4% Black, 4.2% Mixed, and 1.4%% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There are more male patients registered at the practice compared to females.

There is a team of three GP partners who provide all GP services at the practice.

The practice has recently employed a new nurse and HCA who now lead clinics for long-term conditions. The GPs are supported at the practice by a practice manager, a business manager and a team of reception and administration staff.

Opening times are from 8am until 6.30pm and appointments are provided within these times, the practice offers their patients extended access to telephone consultations on a Monday until 7.30pm and on a Tuesday until 8pm.

The practice is part of a wider network of GP practices called a Primary Care Network (PCN); Brooklands and Northenden PCN. The practice is also part of the South Manchester GP Federation (SMGPF).

Extended access is provided locally by SMGPF, where late evening and weekend appointments are available at local hub sites. Out of hours services are provided by NHS 111 and Go To Doc.