

Glebedale Medical Practice

Inspection report

Fenton Health Centre
Glebedale Road, Fenton
Stoke On Trent
ST4 3AQ
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www.glebedalemedicalpractice.nhs.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

Good



Are services safe?

Good



Overall summary

We carried out an announced follow up inspection at Glebedale Medical Practice on 11 May 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

- Safe - Good
- Effective - Good
- Caring – Good
- Responsive – Good
- Well-led – Good

Following our previous inspection on 10 January 2020, we rated this practice as good overall and in all key questions except for safe which we rated as requires improvement. We rated all of the population groups as good except for people experiencing poor mental health which we rated as requires improvement.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Glebedale Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection/review

This follow up inspection was a focused follow-up of information with a site visit to follow up on:

- Safe domain
- The breach of regulation and ‘shoulds’ identified in the previous inspection

Ratings were carried forward from the previous inspection which included the effective, caring, responsive and well led domains.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspection differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short on-site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 had actioned and put measures in place for all the improvements areas identified in the previous inspection, including the breach in regulation.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Of the clinical records sampled we saw that patients experiencing poor mental health had care plans in place and the provider's electronic coding system was completed to state that they had had a care plan review.

Whilst we found no breaches of regulations, the provider **should**:

- Regularly review the changes made to the monitoring of high-risk medicines to ensure these are embedded for good governance.
- Continue to encourage and improve the uptake of cervical screening and childhood immunisation programmes.
- Consider the monitoring of the cleaning schedules completed by the contract cleaners.

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

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Good	

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 Glebedale Medical Practice

Glebedale Medical Practice delivers services from two locations which we visited during our inspection:

- Fenton Health Centre, Glebedale Road, Fenton, Stoke on Trent Staffordshire ST4 3AQ
- Merton Street, Longton, Stoke on Trent, ST3 1LG

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. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS Stoke on Trent Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 11,954. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices - South Stoke Central PCN.

Information published by Public Health England reports deprivation within the practice population group as 2 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The average life expectancy of the practice population is lower than the national average for both males and females (75.5 years for males, compared to the national average of 79.5 years and 80.3 years for females compared to national average of 83 years).

The age distribution of the practice population closely mirrors the local and national averages. There are slightly more male patients registered at the practice compare to females.

There is a team of five GPs who provide cover at both practices. The practice has a team of nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations and two nurse prescribers. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to 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 either the main GP location or the branch surgery.

Extended access is provided locally by North Staffordshire GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.