

# The Avenue Medical Centre

## Quality Report

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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 service

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We undertook this focused inspection of at The Avenue Medical Centre on 14 December 2016 for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 1 March 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

We found the following issues:

- There was no written procedure for the cold chain procedure.
- There was no designated lead or procedure for the monitoring and checking of vaccinations and emergency medicines.
- There was no use of risk assessment associated with clinical waste and storage, storage of liquid nitrogen and all vertical blinds.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

The practice is rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of governance systems and processes since the last inspection.

Evidence we reviewed included information on risk assessments, cold chain policies and procedures and clear processes on checking of vaccinations and emergency drugs.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### Are services well-led?

The practice is rated as good for providing well led services.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



# Summary of findings

## People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

Good



# Summary of findings

## What people who use the service say

As part of this focused inspection we did not speak to any patients who use the service.

# The Avenue Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

## Background to The Avenue Medical Centre

The Avenue Medical Centre is located on the outskirts of Manchester and is overseen by North Manchester Clinical Commissioning Group (CCG). At the time of our inspection the majority of patients were of white British background with the area being mixed from working class families to professional retired older patients.

The practice is a small two storey building. The ground floor held a modest entrance /reception area and consulting rooms with a waiting area. The first floor was accessible by stairs only which held staff offices, consulting and treatment rooms with small waiting areas. There were disabled toilets on ground floor with baby changing facilities. All staffing areas were closed off to the public with a code door entry system.

The practice is in the process of a complete upgrade and expansion of the current building to cope with the growing list size. Currently the practice has completely outgrown the premises. The practice struggles to accommodate clinical rooms for the GPs and meetings are held in the waiting areas. There are also issues with storage of medical equipment.

The practice has seven GP partners (three males and four females) with one advanced nurse prescriber, two practice

nurses and two healthcare assistants. The practice also has a part time pharmacist. Members of clinical staff are supported by one practice manager and administrative staff.

The practice is open from 8am until 6pm Monday to Friday. Appointments times are between 9am and 6pm.

The practice has a General Medical Service (GMS) contract with NHS England. At the time of our inspection 10,157 patients were registered.

Patients requiring a GP outside of normal working hours are advised to call “Go-to- Doc” using the usual surgery number and the call is re-directed to the out-of-hours service. The surgery is part of Prime Ministers GP Access scheme offering extended hours and weekend appointments to patients.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 1 March 2016. At this inspection, within the key question safe, staffing was identified as ‘requires improvement’, as the practice was not meeting the legislation at that time; Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

This inspection was a planned focused inspection to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

# Detailed findings

## How we carried out this inspection

Following the inspection on 1 March 2016 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.



# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice was previously inspected on 1 March 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, overview of safety systems and processes was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

We found the following issues were not in place:

- There was no written procedure for the cold chain procedure.

- There was no designated lead or procedure for the monitoring and checking of vaccinations and emergency drug.
- There was no use of risk assessment associated with clinical waste and storage, storage of liquid nitrogen and all vertical blinds.

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance.

The practice had undertaken appropriate risk assessments in several areas such as: clinical waste and storage, storage of liquid nitrogen and all vertical blinds. They had introduced a process for the monitoring and checking of all vaccinations and emergency drugs, which were overseen by a newly designated lead. A cold chain process had been developed and shared with relevant staff.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this was a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-571958248>

## Are services caring?

### Our findings

Please note this was a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

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# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this was a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 1 March 2016. A copy of the full report following this inspection is available on our website:

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# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

Please note this was a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

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