

Victoria Mill Medical Practice

Inspection report

Victoria Mill
10 Lower Vickers Street
Manchester
Lancashire
M40 7LH
Tel: 0161 861 2511
www.victoriamillmedicalpractice.co.uk

Date of inspection visit: 12 FEB 2019
Date of publication: 08/03/2019

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 at Victoria Mill Medical Practice on 12 February 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- The practice organised and delivered services to meet patients' needs, whilst being aware of the community needs. For example, staff were allocated one paid day to volunteer within the local community.
- There was evidence of systems and processes for learning, continuous improvement and innovation, such as the development of the practice workforce. We observed various staff in education or development programmes to enhance their skill set.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Discuss and document significant events reviews and review dates.
- Include within infection control audits an action plan.
- Ensure all staff are aware of the business continuity plan.

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

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspection manager.

Background to Victoria Mill Medical Practice

Victoria Mill Medical Practice is located on the outskirts of Manchester. It is part of and managed by Northern Health GPPO Ltd, a not for profit organisation. The practice is located within a converted mill with all services to patients located on the ground floor. There is disabled access and parking available to patients. The practice shares the reception area with NHS community services that were also located in the building. At the time of our inspection there were 2682 patients registered with the practice. The practice has an Alternative Primary Medical Services (APMS) contract and is a member of Manchester Health and Care Commissioning. The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The average life expectancy and age profile of the practice population is slightly above the CCG and national average. Information taken from Public Health England placed the area in which the practice at seven on the scale of deprivation (from a possible range of between one and 10, where 1 is most deprived). In general, people living in more deprived areas tend to have greater need for health services. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; family planning; maternity and midwifery services and treatment of disease, disorder and injury. Regulated activities are delivered to the patient population from the following address: Victoria Mill Health Centre 10 Lower Vickers Street Miles Platting Manchester M40 7LH The practice has a website that contains information about what they do to support their patient population and the in-house and online services offered. The practice has recently acquired status as a training practice for postgraduate doctors.