

# Willow Tree Healthy Living Centre

## Inspection report

94 Littleton Road  
Salford  
M7 3SE  
Tel: 01618392721

Date of inspection visit: 20 May 2021  
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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 a focused desktop review at Willow Tree Healthy Living Centre, which was previously called Mocha Parade Medical Practice, on 20 May 2021. Overall, the practice is now rated 'good' for providing safe services and remains rated 'good' overall.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 15 March 2019, the practice was rated Good overall and for key questions effective, caring, responsive and well-led but rated requires improvement for providing safe services:

The full reports for previous inspections can be found by selecting the 'all reports' link for Willow Tree Healthy Living Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## **Why we carried out this review**

This inspection was a focused desk top review carried out on 20 May 2021 to confirm that the practice had carried out its plan to meet the requirements in relation to those identified in our previous inspection on 15 March 2019. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

## **How we carried out the 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 inspections and reviews differently.

This review was carried out in a way which enabled us to analyse information without spending time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Requesting evidence from the provider

## **Our findings**

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

- information from our ongoing monitoring of data about services and
- information from the provider.

# Overall summary

**We have rated this practice as Good overall with the key question safe now rated as Good.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice introduced and improved systems and processes to keep patients safe. This included ensuring that fire safety and health and safety assessments were carried out and actions identified were completed. Fire safety equipment was checked regularly, and a record kept.
- The practice introduced a system where it had oversight of training completed by GPs.
- GPs completed the required Infection Control (Clinical) training.

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

## Our inspection team

A CQC Inspector reviewed and analysed the documentary evidence submitted.

## Background to Willow Tree Healthy Living Centre

At the last inspection the practice was known as Mocha Parade Medical Practice and was located at:

4-5 Mocha Parade

Salford

M7 1QE.

The provider has temporarily moved until a new purpose medical centre is built on the old site when the plan is to move back to the new build at Mocha Parade. It is now known as Willow Tree Healthy Living Centre and is temporarily located at:

94 Littleton Road

Salford

Lancashire

M7 3SE

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.

The practice is situated within the Salford Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 2050. This is part of a contract held with NHS England.

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

The practice caters for a high proportion of patients experiencing a long-standing health care condition, 62% compared to the local average of 53% and a national average of 52%. There is a lower percentage of patients in paid work or full-time education, 56% compared to the local average of 65% and national average of 64%.

The average life expectancy of the practice population is below the national average for males and similar to the national average for females (75 years for males compared to the national average of 79 years and 80 years for females compared to the national average of 83 years.)

The age distribution of the practice population mirrors the local and national averages. There are more male patients (1132) registered at the practice compared to females (920).

There are two GP partners who are supported by a practice nurse who provides nurse led clinic's for long-term conditions and an advanced nurse practitioner who is available one day a week. The clinical team is supported by a practice manager and administration and reception staff.

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 an appointment at the surgery.

Extended access is provided every Thursday until 8pm by the practice. Out of hours services are provided by NHS111.