

Peel Hall Medical Practice

Inspection report

Forum Health
Simonsway, Wythenshawe
Manchester
M22 5RX
Tel: 01613751000
www.peelhallmedicalpractice.co.uk

Date of inspection visit: 9 August 2022
Date of publication: 21/09/2022

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		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	

Overall summary

We carried out an announced comprehensive inspection at Peel Hall Medical Practice on 5 & 9 August 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 29 July 2021, the practice was rated requires improvement overall and for the effective and responsive key questions but was rated good for providing safe, caring and well-led services.

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

Why we carried out this inspection

We carried out this fully comprehensive inspection in line with our inspection priorities to ensure that continuing improvements were made.

How we carried out the inspection

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 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.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- The practice continued to provide a safe service with systems and processes in place to keep patients and staff safe. They took immediate actions when things went wrong and were working on reducing their higher than average prescribing in some areas.
- The practice had made improvements to both their childhood immunisation and cervical screening uptake performance from the previous inspection. This was an ongoing project in conjunction with engaging patients as stakeholders in their own care.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Patient feedback in relation to how patients felt they were treated was generally positive.
- The practice had systems and processes in place to ensure that patients could access care and treatment in a timely way. Patient feedback was not always positive about access to care and treatment, although the practice showed that improvements were beginning to take place. They had further interventions booked in to ensure that these continued in full consultation with patients, to provide the service they wanted, within the limits of primary care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Governance arrangements were well-established and had led to a culture of openness, honesty and convivial professionalism.

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

- Enact plans and actions to continue to address lower than average cervical screening and childhood immunisations.
- Reduce historic high prescribing to within best practice guidance limits, working with patients and other stakeholders.
- Execute plans to further address low patient satisfaction around access to the service and continue to educate and engage patients as far as possible.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 Peel Hall Medical Practice

Peel Hall Medical Practice is situated at;

Forum Health,

Simonsway,

Wythenshawe,

M22 5RX.

The service is housed in a modern purpose-built health and community services building and offers ground floor access and facilities for disabled patients and visitors. There is good access to public transport including the Metrolink and patient parking is available on the adjacent car park.

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is part of the Manchester Health and Social Care (MHSC) and provides services under a general medical service (GMS) contract with their Integrated Care Board (ICB).

The practice is part of a wider primary care network (PCN) of GP practices known as the South Manchester Primary Care Network.

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

According to the latest available data, the ethnic make-up of the practice area is 86% White, 5.3% Asian, 3.9% Mixed, 3.7% Black, and 1.1% 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 were approximately 9,431 patients on the practice register at the time of our inspection. Services are provided by four male and three female GPs. The practice also employs a clinical pharmacist, two nurses (one of whom is an independent prescriber) and one assistant practitioner.

The clinical team are supported by a practice manager, assistant practice manager, two medical secretaries and three administration staff in addition to a team of receptionists.

On-line services include appointment booking and ordering repeat prescriptions. The practice is a teaching practice for medical students from Manchester University.

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 as and when they are available.

Extended access is provided locally by Manchester Extended Access Service (MEAS), where late evening and weekend appointments are available. Out of hours services are provided by GoToDoc.