

Dr G Wilkinson & Partners

Inspection report

Manor Street
Glossop
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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

Outstanding 

Are services safe?

Good 

Are services effective?

Outstanding 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Dr G Wilkinson & Partners (AKA Manor house Surgery on 5 March 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 outstanding overall. We rated effective and well led as outstanding, safe, caring and responsive as good.

These outstanding areas benefitted all population groups and so we rated all population groups as outstanding.

We found that:

- 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 practice had a strong focus on working together with others to improve the patients care and well-being. For example, End of life care and treatment and joint working with colleagues from adult social care teams.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

We rated the practice as outstanding for providing effective services because:

- **There were innovative approaches to providing effective person-centred care and the practice worked with specialist and other health and social care professionals to help improve outcomes for patients.**
- **The practice had identified areas where outcomes for patients could be improved and had taken steps to address them.**
- **The practice embraced new technologies and ways of working to improve patients care and treatment such as Exhaled Nitric Oxide (FeNO) to maximize asthma management.**

We rated the practice as outstanding for providing a well-led service because:

- **The practice with support from the patient participation group (PPG), was proactive in their approach to gathering feedback from people who use services and took action considering feedback.**
- **There was a systematic approach to working with others to improve outcomes for patients and systems had been devised to ensure strong collaborations supported patients and their carers. For example, End of life care and treatment was coordinated and monitored using a detailed clinical tool.**
- **There was a strategy and supporting objectives in place for quality improvement across the organisation which was led by one of the GP partners.**

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

Our inspection team

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

Background to Dr G Wilkinson & Partners

Dr G Wilkinson & Partners (AKA Manor House surgery-Glossop) is located at Manor Street, Glossop Derbyshire SK13 8PS. The surgery has good transport links and there is a pharmacy located nearby.

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.

Dr G Wilkinson & Partners is situated within the Tameside and Glossop Commissioning Group (CCG) and provides services to 13,554 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Dr G Wilkinson & Partners also provide services at another practice, Manor House Surgery Hadfield. We inspected this practice in January 2018 and rated the practice as outstanding.

The provider was registered with the CQC in April 2013. There are seven GP partners (four female) and three salaried GPs. The practice also employed two advanced

nurse practitioners, three-part time practice nurses, four health care assistants (one full time, three-part time) and phlebotomist. The practice is supported by a Practice manager, Estates, Finance & Reception manager and an IT & Data manager, alongside a team of administration/reception staff and cleaners.

Dr G Wilkinson & Partners is a training practice, accredited by the North Western Deanery of Postgraduate Medical Education and has two GP specialist trainees (GPST).

The age profile of the practice population is broadly in line with the CCG averages, however they have a slightly higher than average number of patients aged over 65 years old (19.5% compared to 17.5% England average). The National General Practice Profile states that 98% of the practice population is from a white British background. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 in line with the national average. Female life expectancy is 83 years in line with the national average.