

St Gabriel's Medical Centre

Inspection report

4 Bishops Road
Prestwich
Manchester
M25 0HT
Tel: 01617731791

Date of inspection visit: 5 December 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of St Gabriel's Medical Centre in relation to the responsive key question. This assessment was carried out on 5 December 2023 without a site visit. **Overall, the practice is rated as good.** We rated the key question of responsive as **Good**.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for St Gabriel's Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection/review

This assessment was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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

We found that:

Overall summary

- The practice understood the needs of its local population.
- Patients could access care and treatment in a timely way.
- National GP Patient Survey data was above local and national averages.
- The practice implemented initiatives to improve phone and appointment access and worked towards continuous improvement.
- The practice dealt with complaints in a timely manner and learned from them.

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 Health Care

Our inspection team

Our assessment was carried out by a CQC inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to St Gabriel's Medical Centre

St Gabriel's Medical Centre is located at 4 Bishops Road, Prestwich, Manchester M25 0HT

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

The practice is situated within the NHS Greater Manchester Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 8900 patients. This is part of a contract held with NHS England. The practice is part of a wider network of six GP practices called Prestwich Primary Care Network (PCN).

According to the latest available data, the ethnic make-up of the practice area is 83.9% white, 9.5% Asian and 6.6% black, mixed, and other.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is open between 8am to 6.30pm Monday to Friday with the online booking system opening from 6.30am. The practice offers a range of appointment types including face to face, telephone, video, or email consultations.

Out of hours services are provided by 111 and extended access appointments are provided by a Bury GP Federation. Appointments were available on weekdays in the evening and then daytime Saturday and Sunday.