

The Lakes Medical Practice

Inspection report

The Lakes Medical Centre
21 Chorley Road, Swinton
Manchester
Greater Manchester
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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 
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 The Lakes Medical Practice on 22 February 2019 as part of our inspection programme.

At the last comprehensive inspection in July 2018 we rated the practice as good for the key questions safe and caring; and requires improvement for effective, responsive, and well-led. The overall rating was requires improvement. This was because:

- The practice had not established effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 now rated this practice as good overall and good for all population groups.

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 well-led and managed the delivery of high-quality, person-centre care.

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

Rosie Benneyworth

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 adviser, and a practice nurse.

Background to The Lakes Medical Practice

The Lakes Medical Centre provides primary medical services at 21 Chorley Road, Swinton, M27 4AF. The service operates under a General Medical Services contract.

The practice is registered for the following regulated activities: Surgical Procedures, Diagnostic and Screening, Maternity and Midwifery, Family Planning, and Treatment of Disease, Disorder or Injury.

The practice has two GP partners (one male and one female), and four salaried GPs (three female and one male). The nursing team consists of a nurse practitioner

(male), three practice nurses (female), a health care assistant and a phlebotomist. The clinical staff are supported by an administration team made up of a practice manager and reception staff.

The Lakes Medical Centre provides care to over 9300 patients. The age population is similar to the national average but with a slightly higher proportion of adults aged from 25-34. The practice's level of deprivation is rated four out of 10 on the Indices of Multiple Deprivation (IMD) decile (the lower the IMD, the more deprived an area is).

Outside of normal opening hours, patients would be diverted to the NHS 111 service. summary