

Medlock Vale Medical Practice

Inspection report

58 Ashton Road
Droylsden
Manchester
Greater Manchester
M43 7BW
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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 Medlock Vale Medical Practice on 8 October 2019 as part of our inspection programme.

We undertook the inspection of this service as 12 months had passed since they were removed from special measures and rated good in August 2018. This inspection looked at all five key questions.

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

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

- Review process to ensure patients diagnosed with conditions such as atrial fibrillation, who may benefit from New Oral Anticoagulants (NOAC), are followed up in a timely manner.
- Review training and guidance for staff so they take appropriate action if they encountered a deteriorating or acutely unwell patient.
- Review the processes for recording, analysing and reviewing significant events.

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	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 second CQC inspector.

Background to Medlock Vale Medical Practice

Medlock Vale Medical Centre is the registered provider and provides primary care services to its registered list of approximately 8240 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of Tameside and Glossop Clinical Commissioning Group (CCG).

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice offers direct enhanced services that include meningitis provision, the childhood vaccination and immunisation scheme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, learning disabilities, minor surgery and rotavirus and shingles immunisation.

Regulated activities (Family planning, Diagnostic and screening procedures, Treatment of disease, disorder or injury, Surgical procedures and Maternity and midwifery services) are delivered to the patient population from the following address:

58 Ashton Road, Droylsden, Greater Manchester M43 7BW.

The practice has a website that contains comprehensive information about what they do to support their patient population and the in house and online services offered:

The provider is currently a partnership who registered with the CQC in February 2017. The practice employs four GPs and three long term locum GPs male and female locum GPs. In addition, they employ four part time advanced nurse practitioners, four part time practice nurses, two clinical pharmacists, an assistant practitioner and a phlebotomist. The practice has a management team which includes a clinical business manager and operations business manager, who are supported by a team of reception and administration staff.

The age profile of the practice population is broadly in line with the CCG averages. Information taken from Public Health England placed the area in which the practice is located in the fifth less deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services. The practice has a higher than average older population with 20.3% aged 65 years and over (CCG - 16.9%, England 17.2%).

Regulatory action