

# Manchester Road East Medical Practice

## Inspection report

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Worsley  
Manchester  
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[www.mremedicalpractice.co.uk](http://www.mremedicalpractice.co.uk)

Date of inspection visit: 9 November 2023  
Date of publication: 14/12/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We inspected Manchester Road East Medical Practice on 18 July 2023. This was a full comprehensive inspection.

Following this inspection, the practice was given an overall rating of inadequate with the following key question ratings:

Safe – Inadequate

Effective – Requires improvement

Caring – Good

Responsive – Requires improvement

Well-led – Inadequate.

After the inspection on 18 July 2023, warning notices were issued for breaches of Regulations 12 (safe care and treatment), 17 (good governance) and 19 (requirements relating to workers).

This inspection, carried out on 9 November 2023, was to check the progress made with the warning notice.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting an interview with the lead GP using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

We found that improvements had been made. In particular:

- Our clinical searches found that patients had the required monitoring for their conditions, and medicines were regularly reviewed.
- There was a system to manage and act on safety alerts.
- Urgent referrals, test results and safety alerts were monitored with a documented process in place.
- Emergency medicines were kept in a secure place. The practice had carried out risk assessments to determine which emergency medicines they held.
- Actions required following an infection prevention and control audit had been carried out.
- There was documented clinical supervision for the practice nurse.
- The fire doors were kept closed.
- The systems for managing complaints and significant events had been updated, and clear information was now recorded so these could be easily monitored.
- The practice manager had updated policies and procedures where appropriate and was continuing to make amendments where it was found they could be improved on.
- The locum pack had been updated so locum GPs had clear guidance to follow.
- The system for managing staff training had been updated and clear records were kept for each staff member.

# Overall summary

- The practice had appointed a Freedom to Speak Up Guardian.
- The practice had not recruited any new staff members since the inspection in July 2023, but they had updated their recruitment process for when they did employ new staff. However, we found that there had been no up to date check that the practice nurse was correctly registered with the appropriate professional body.

The rating of inadequate given to the practice following our full comprehensive inspection on 18 July 2023 remains unchanged. A further full inspection of the service will take place and their rating revised if appropriate.

The full reports for previous inspections can be found by selecting the 'all reports' link for Manchester Road East Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

**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 inspection team was led by a CQC lead inspector who 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, and a CQC regulatory coordinator.

## Background to Manchester Road East Medical Practice

Manchester Road East Medical Practice is located in the Little Hulton area of Salford at:

4 Longshaw Drive

Worsley

Manchester

M28 0BB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 2298. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices, the Walkden and Little Hulton Primary Care Network (PCN).

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

According to the latest available data, the ethnic make-up of the practice area is 94% White, 2% Asian, 2% Black and 2% Mixed, and other ethnicities.

There is a single-handed GP (male) and a salaried GP (female) who works half a day each week. There is a practice nurse, a practice manager and a team of administrative staff.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays through the extended access scheme.