

Dukinfield Medical Practice

Inspection report

20-22 Concord Way
Dukinfield
Cheshire
SK16 4DB

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www.dukinfieldmedicalpractice.co.uk

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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?

Outstanding 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dukinfield Medical Practice on 5 February 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 good overall. We rated effective, older people and people with long term conditions 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 community focus and had initiated a number of innovative community programmes to support people living in the local community as well as patients, for example the new health champion programme.
- 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 was creative in their approach to helping patients and people living in the local community to live healthier lives.**

These outstanding areas benefitted all population groups, in particularly older people and people with long term conditions and so we rated these population groups as outstanding.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Outstanding	
People with long-term conditions	Outstanding	
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 and practice manager specialist advisor.

Background to Dukinfield Medical Practice

Dukinfield Medical Practice is located at 20-22 Concord Way, Dukinfield, Cheshire, SK16 4DB and has a branch site nearby (83 Birch Lane, Dukinfield SK16 4AJ). 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 and treatment of disease disorder or injury.

Dukinfield Medical Practice is situated within the Tameside and Glossop Commissioning Group (CCG) and provides services to 10,900 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider was registered with the CQC in April 2013. In April 2017 the practice merged with another local surgery which is now a branch site. This did not result in the provider having to reregister with CQC. There are five GP

partners (three female) and an Advanced nurse practitioner partner working at the practice. The practice also employed three, part time GPs, three practice nurses an assistant practitioner, a health care assistant and phlebotomist. The practice is supported by a full time practice manager and business manager and a team of administration/reception staff.

The age profile of the practice population is broadly in line with the CCG averages. The National General Practice Profile states that 95% 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 three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years which is below the national average of 79 years, but in line with local CCG average. Female life expectancy is 81 years which is below the national average 83 years, but in line with local CCG average.