

# Blackfriars Medical Practice

## Inspection report

Fresh Towers  
138 Chapel Street, Salford  
Manchester  
Greater Manchester  
M3 6AF  
Tel: 0161 819 4790  
[www.blackfriarsmedicalpractice.co.uk](http://www.blackfriarsmedicalpractice.co.uk)

Date of inspection visit: 11/01/2019  
Date of publication: 08/02/2019

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 Blackfriars Medical Practice on 11 January 2019 as part of our inspection programme.

At the last comprehensive inspection in April 2018 we rated the practice as good for the key questions responsive and caring; and requires improvement for safe, effective 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.

The areas where the provider **should** make improvements are:

- Temperature testing of the water outlets should be done in line with the risk assessment.
- The practice should consider the need to hardwire the fridge to the mains electrical circuit.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a CQC medicines inspector and a CQC inspection manager.

## Background to Blackfriars Medical Practice

Blackfriars Medical Practice is in Salford, Greater Manchester. Regulated activities are delivered to the patient population from: Fresh Towers, 138 Chapel Street, Salford, Greater Manchester, M3 6AF.

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered: [www.blackfriarsmedicalpractice.co.uk](http://www.blackfriarsmedicalpractice.co.uk)

The practice has approximately 9000 registered patients and serves mostly a younger population group.

The practice has two partners and six salaried GPs, two practice nurses, three health care assistants, a practice manager, a pharmacy team, and a team of administration staff. The practice is also a teaching practice to medical students.

Information taken from Public Health England placed the area in which the practice is in the fifth least 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.

Outside of practice opening times, patients are diverted to the NHS 111 out of hours service. The service operates under a General Medical Services contract and provides the following regulated activities: Maternity and midwifery, Diagnostic and screening procedures, Surgical procedures and Treatment of disease, disorder or injury.

Overall summary