

Chapel Group Medical Centre

Inspection report

220 Liverpool Road

Irlam

Manchester

M44 6FE

Tel: 01617757373

www.chapelgroupmedicalcentre.co.uk

Date of inspection visit: 12 October 2022

Date of publication: 28/10/2022

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 responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced inspection at Chapel Group Medical Centre on 26 May 2022. It was rated inadequate overall with the following rating for individual key questions:

Safe – inadequate

Effective – requires improvement

Caring – good

Responsive – requires improvement

Well Led – inadequate

We issued requirement notices for breaches of Regulation 12 (safe care and treatment) and Regulation 16 (receiving and acting on complaints) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014. We also issued a warning notice for a breach of Regulation 17 (good governance) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.

This inspection, on 12 October 2022, was to check progress against the requirements of the warning notice issued on 22 June 2022. The practice had taken positive action to address the issues raised in the warning notice. No ratings have been awarded as part of this inspection. A review of the practice's rating will take place following the next inspection.

We found:

- The practice had developed a new system for the appropriate and safe use of medicines.
- Complaints were now used to monitor trends.
- The practice had developed clear responsibilities, roles and systems of accountability to support governance and management.
- New processes for managing risks, issues and performance had been developed.

The rating of inadequate awarded to the practice following our full comprehensive inspection on 26 May 2022 remains unchanged. A further full inspection of the service will take place within six months of the original report being published and their rating revised if appropriate.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit accompanied by a CQC inspection manager. The team had access to advice from a specialist advisor.

Background to Chapel Group Medical Centre

Chapel Group Medical Centre is located in Salford at:

220 Liverpool Road,

Irlam,

Manchester,

M44 6FE

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

The practice is situated within the Salford Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 6719. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Eccles and Irlam primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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, 95.2% White, 2% Asian, 1.5% Mixed, 0.9% Black and 0.4% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of two GPs, one long term locum GP and one advanced nurse practitioner who provide cover at the practice. The practice has a team of two nurses who provide nurse led clinics for long-term conditions. The practice has one health care assistant who provides specific clinical procedures, such as blood pressure and new patient checks. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a face-to-face appointment.