

# Manchester Road Medical Centre

## Inspection report

27-31 Manchester Road  
Knutsford  
Cheshire  
WA16 0LY  
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Date of inspection visit: 14 March to 14 March 2019  
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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 Manchester Road Medical Centre on 14 March 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 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:**

- Increase the number of carers identified to ensure these patients are offered appropriate advice and support.
- Monitor the uncollected prescriptions system to ensure it provides adequate safety netting for vulnerable patients.
- Monitor how consent is sought and recorded.
- Review how cleaning schedules are monitored and actions recorded.
- Mental capacity act training should be provided to all clinical staff.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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

## 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 advisor and a second CQC inspector.

## Background to Manchester Road Medical Centre

Manchester Road Medical Centre is located in Knutsford, Cheshire WA16 0LY.

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

Manchester Road Medical Centre is situated within the Eastern Cheshire Clinical Commissioning Group (CCG) and provides services to 7,021 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 service provider is Manchester Road Medical Centre and has four partner GPs. There is a salaried GP, a GP Registrar (a registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice) and a Physician Associate. The practice has

a team of two practice nurses and a Nurse Practitioner. There was a health care assistant, a clinical pharmacist and technician. Clinicians are supported by the practice manager, reception and administrative staff.

The National General Practice Profile states that 97% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

The majority of patients are within the aged 5 – 64 age group. The number of patients with a long standing health condition was similar to the CCG and national averages (Practice 53%, CCG 53%, national average 51%).

Overall summary