

# The Elms Medical Centre

## Inspection report

Green Lane  
Whitefield  
Manchester  
Greater Manchester  
M45 7FD  
Tel: 0161 766 2662

Date of inspection visit: 9 April 2019  
Date of publication: 16/05/2019

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 The Elms Medical Centre on 9 April 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:**

- include information about how a patient can contact the Parliamentary and Health Service Ombudsman in the response letter to complainants and provide a written response to patients who make verbal complaints.
- provide the staff responsible for infection control with additional training for their additional responsibility.
- review the GP appointment levels and patients access to appointments.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and second CQC inspector who was shadowing the team.

## Background to The Elms Medical Centre

The Elms Medical Centre is located at Green Lane, Whitefield, Manchester, Greater Manchester M45 7FD.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and family planning. These are delivered from The Elms Medical Centre.

The Elms Medical Centre is situated within the Bury Clinical Commissioning Group (CCG) and provides services to 5897 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.

Information taken from Public Health England placed the area in which the practice is located as number five on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

There are seven GPs working at the practice (five are female and two are male). Three GPs are partners, one is a salaried GP and three are long term locum GPs. They work between two and nine sessions per week. The GPs are supported by a team of clinical staff which includes a nurse prescriber, a practice nurse and a health care assistant. There is a team of administration / reception staff headed by a practice manager.

There are fewer than average number of patients under 18 years and a higher than average number of patients over 65 years registered at the practice.

The National General Practice Profile states that 90.66% of the practice population are white; 1.0% are mixed race; 5.2% are Asian; 1.4% are black and 0.9% are other ethnic groups.

Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.