

# The Poplars Medical Centre

## Inspection report

202 Partington Lane  
Swinton  
Manchester  
Greater Manchester  
M27 0NA  
Tel: 0161 794 6237  
www.thepoplarsmedicalcentre.co.uk

Date of inspection visit: 08/02/2019  
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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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Good</b>	
Are services caring?	<b>Good</b>	
Are services responsive?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an announced comprehensive inspection at The Poplars Medical Centre on 8 February 2019 as part of our inspection programme. The practice was previously inspected on 6 October 2014 and was rated as good in all key questions.

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 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:

- The practice should carry out fire drills.

**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.

## Background to The Poplars Medical Centre

The Poplars Medical Centre is in Swinton, Greater Manchester. Regulated activities are delivered to the patient population from: 202 Partington Lane, Swinton, Greater Manchester, M27 0NA.

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.thepoplarsmedicalcentre.co.uk](http://www.thepoplarsmedicalcentre.co.uk)

The practice has 11,666 registered patients and serves a population of patients mostly aged between 15-44.

The practice has five GP partners (one female and four male), five salaried GPs (4 female and one male), three practice nurses, two assistant practitioners, one phlebotomist, and a team of administration and reception staff.

Information taken from Public Health England placed the area in which the practice is in the fourth 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, and Treatment of disease, disorder or injury. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.