

Park View Medical Centre

Inspection report

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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 focused inspection at Park View Medical Practice on 15 July 2019 following our annual review of the information available to us. The inspection looked at the following key questions: Safe, Effective and Well-led.

Following our inspection on 15 July 2019, we rated the practice inadequate overall and also for the Safe and Well-led key questions. The Effective key question was rated requires improvement. We did not specifically inspect the Caring or Responsive key questions and the ratings therefore remained unchanged based on the findings from the last inspection in June 2015. The practice was placed in special measures.

At our inspection in July 2019, we identified concerns in relation to healthcare monitoring for patients prescribed high-risk medicines, medication reviews and the management of safety alerts. We also found that quality improvement and audit activity was limited, staff training and development was in need of review and governance systems and processes were not effective.

Following the inspection in July 2019, we issued a warning notice for breaches of Regulation 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Safe Care and Treatment and Good Governance). We then undertook an announced focused inspection on 11 November 2019 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches identified within the warning notices.

The above inspection reports can be found by selecting the 'all reports' link for Park View Medical Centre on our website at <https://www.cqc.org.uk/location/1-566796375/reports>

This inspection was undertaken following the period of special measures and was an announced comprehensive inspection on 25 February 2020.

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 key questions. All the population groups were rated good except for working age people, which was rated requires improvement due to cervical cancer screening data.

We have rated the practice as **good** overall for providing safe services because:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Appropriate standards of cleanliness and hygiene were met.
- There were systems to assess, monitor and manage risks to patient safety.
- Staff had the information they needed to deliver safe care and treatment.
- The practice had established systems for the appropriate and safe use of medicines, including medicines optimisation.
- The practice learned and made improvements when things went wrong.

We have rated the practice as **good** overall for providing effective services because:

- Patients' needs were assessed and care and treatment were delivered in line with current legislation, standards and evidence-based guidance.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- The practice was able to demonstrate that staff were supported to acquire the necessary skills, knowledge and experience to carry out their roles.
- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff were consistent and proactive in helping patients to live healthier lives.
- The practice obtained consent to care and treatment in line with legislation and guidance.

We have rated the practice as **good** overall for providing caring services because:

- Staff treated patients with kindness, respect and compassion.
- Patients were involved in decisions about their care and treatment.
- The practice respected patient's privacy and dignity.

Overall summary

We have rated the practice as **good** overall for providing responsive services because:

- The practice organised and delivered services to meet patient's needs.
- People were able to access care and treatment in a timely way.
- Complaints were listened and responded to and used to improve the quality of care.

We have rated the practice as **good** overall for providing well-led services because:

- There was compassionate, inclusive and effective leadership at all levels.
- The practice had a clear vision and credible strategy to provide high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.
- There was a demonstrated commitment to using data and information proactively and to support decision making.
- The practice involved the public, staff and external partners to sustain high quality care.

- There were systems and processes for learning, continuous improvement and innovation.

Whilst we found no breaches of regulations, the provider **should:**

- Include the contact details of the parliamentary and health service ombudsman in correspondence concerning complaints.
- Undertake the planned action to improve cervical cancer screening uptake rates for the practice population.
- Continue to try and improve childhood immunisation uptake rates.

I am taking this service out of special measures. This recognises the improvements made to the quality of care provided by this service.

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

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

Our inspection team

The inspection team was led by a CQC inspector. The team included a GP specialist advisor.

Background to Park View Medical Centre

Park View Medical Centre is situated next door to North Manchester General Hospital in Crumpsall, Manchester. The medical centre is purpose built and offers ground floor access and facilities for wheelchair users. There is good access to public transport and patient parking is available on the adjacent car park.

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

The practice is part of the NHS Manchester Clinical Commissioning Group (CCG) and services are provided under a general medical service (GMS) contract with the CCG. There were approximately 6,550 patients on the practice register at the time of our inspection.

Services are provided by two registered GP partners (both female), three male salaried GPs and a further two male and three female locum GPs who are supported by a practice nurse manager and two practice nurses. A pharmacist is also employed within the practice who assists the GPs with medication queries and reviews. At the time of our inspection, an additional pharmacist had been contracted to undertake project work for the practice for a period of six months.

Members of clinical staff are supported by a practice manager, senior receptionist and reception and administration staff.

The practice has a higher than average number of patients under the age of 18, 26.3% compared to the local average of 22.5% and national average of 20.6%. Likewise, the practice has a lower percentage of patients in paid work or full-time education 59.4% compared to the local average of 65.2% and the England average of 62.6%. Information published by Public Health England rates the level of multiple deprivation within the practice population group as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8:30 am and 6.00 pm Monday to Friday. Actual GP surgery times vary each day in order to offer patients a wider choice of appointments.

Appointments are generally from 8.40 am to 12 mid-day every morning and 2 pm to 6 pm daily. Registered patients can access extended hours appointments via the Manchester Extended Access Service (MEAS). The extended access service is delivered from a number of 'hubs' across Manchester. A number of appointments are bookable via the practice and the operating times of the service vary between each location. Appointments are available at all sites between 18:00 and 20:00 on weekdays and on Saturday and Sunday mornings.

On-line services include appointment booking, ordering repeat prescriptions and viewing medical records.

The practice is a teaching practice for year one, two and four Manchester University Students.