

Woodlands Medical Practice

Inspection report

9 Maple Road
Brooklands
Manchester
Lancashire
M23 9RL

Tel: 0161 962 1332

<http://thewoodlandsmedicalpractice.co.uk>

Date of inspection visit: 5 March 2019

Date of publication: 22/03/2019

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 follow up inspection at Woodlands Medical Practice on 5 March 2019 as part of our inspection programme.

At the last inspection in May 2018 we rated the practice as requires improvement for providing safe and well led services because:

- Governance arrangements to monitor and review the service provided were not fully established.
- Evidence that action in response to patient safety alerts was not available and some risk assessments were not in place.
- Systems to assess, monitor and improve the quality and safety of services provided at the practice were not established.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 had implemented its action plan in response to the findings from last inspection in May 2018.
- Processes and systems to support good governance and management were now established, clearly set out, understood and effective.

- Action had been taken to identify and support patients who were also carers, staff had re-introduced the patient information newsletter, updated the practice website and had recorded a business development plan.
- Appropriate policies, procedures and activities to ensure safety were established and monitored to ensure effectiveness.
- The practice had established systems to minimise risks to patient safety and the practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured care and treatment was delivered according to evidence based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice was responsive to needs of its patients including vulnerable patients. They promoted access to a range of health and wellbeing services including Be Well and Age UK.
- There was a focus on continuous learning and improvement at all levels of the organisation.

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

- Maintain records of the immunisation status of clinicians and ensure recruitment records consistently include evidence of identification and information confirming GPs are on the performers list.
- Improve the practice's final written response to the complainant to ensure details of the Parliamentary and Health Service Ombudsman's (PHSO) are included.
- Continue to implement the practice improvement plan to ensure clinical protocols are available and staff training records are maintained up to date.

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

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

Our inspection team

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

Background to Woodlands Medical Practice

Woodlands Medical Practice is situated at 9 Maple Road, Brooklands, Manchester, M23 9RL. The practice is part of the NHS Manchester Clinical Commissioning Group (CCG). The practice provides services under a General Medical Services contract with NHS England and has 3268 patients on its register. The practice website address is <http://thewoodlandsmedicalpractice.co.uk>

The surgery is provided from a two-storey former residential house. The practice has been recently extended to provide increased office space and another consultation room on the ground floor. Refurbishment of the ground floor consultation rooms has also been undertaken and externally the driveway has been paved. The ground floor offers a ramped access entry and disabled toilet facilities. A hearing loop is also available.

Information published by Public Health England, rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Data for the male and female life expectancy in the practice geographical area is not currently available.

The practice has a slightly higher number of patients over the age of 65, 16% compared with the CCG average of 10% and reflects the England average of 17%. The practice has 52% of its population with a long-standing health condition, which reflects the England average but is slightly higher than the CCG average of 48%.

The practice opening hours are from 8am to 6.30pm Monday to Friday and extended hours appointments are offered on Monday and Tuesday from 7am. When the practice is closed, patients are able to access out of hours services by telephoning NHS 111.

The principle GP (male) is supported by a female GP, a practice nurse, a pharmacist, a health care assistant, a practice manager, an office manager and a team of reception staff.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.