

# Rochdale Road Medical Centre

## Inspection report

48a  
Rochdale Road, Middleton  
Manchester  
M24 2PU  
Tel: 01616439131

Date of inspection visit: 31 August 2023  
Date of publication: 09/01/2024

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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Rochdale Road Medical Centre on 31 August 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive – good

Well-led - good

## **Why we carried out this inspection.**

This was a comprehensive inspection undertaken as part of our inspection programme because the previous provider had retired and this provider registered to take over the practice.

## **How we carried out the inspection**

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Reviewing CQC questionnaires completed by staff.
- Conducting staff interviews in person on the day of inspection.
- A short site visit.

## **Our findings**

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 rated the practice Good for providing safe services. We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff assessed patients' needs and delivered care in line with current evidence based practice and had the skills, knowledge and experience to deliver effective care and treatment.

# Overall summary

We rated the practice Good for providing effective services. We found that:

- Patients received effective care and treatment that met their needs and was continually monitored.

We rated the practice Good for providing caring services. We found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients reported that they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.

We rated the practice good for providing responsive services. We found that:

- Staff understood and fulfilled their responsibilities to raise concerns and report incidents. All opportunities for learning from incidents were maximised.
- The provider had invested in improving the building to make it more welcoming for patients and staff.
- It was noted that results from the national practice survey showed that the practice were below local and national averages. However, the practice submitted an action plan which it had developed to improve patient experience in all areas. Evidence from its own surveys showed a pro-active approach which had resulted in results showing an improved patient experience.

We rated the practice Good for providing well led services. We found that:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw the following area of outstanding practice:

- The practice had established a charity that sought to support vulnerable people in Manchester and in Pakistan. A link worker employed by the practice supported people in accessing services. The provider also had strong community links with other support services, including local food banks.
- The provider was a strong advocate for local primary health initiatives and held a programme of health education days in a variety of settings, providing insights and support for people to manage their own health in meaningful ways.

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

- Take steps to improve the patient experience of accessing the practice by telephone and their satisfaction levels with appointment access, as identified in the most recent National Patient Survey.
- Continue efforts to improve uptake for the MMR childhood immunisations for 5 year olds.
- Continue to improve uptake for cervical cytology cancer screening.

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

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a second inspector and a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews remotely without visiting the location.

## Background to Rochdale Road Medical Centre

Rochdale Road Medical Centre Medical Centre is located in Middleton at:

48a Rochdale Road

Middleton

Manchester

M24 2PU

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

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4940. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Middleton Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is, 93.8% White, 2.4% Asian, 1.73% Black and 1.72%% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are slightly more male patients registered at the practice compared to females.

There is a team of 2 GP partners and 1 salaried GP. The practice has a nursing team of 1 practice nurse, who provides nurse led clinics for long-term conditions, a part time health care assistant and a part time phlebotomist. The clinical team are supported at the practice by a practice manager and assistant, a prescriptions manager and team of reception/administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by BARDOC.