

# Peterloo Medical Centre

## Inspection report

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[www.peterloomc.co.uk](http://www.peterloomc.co.uk)

Date of inspection visit: 29 November 2023  
Date of publication: 04/01/2024

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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out an announced assessment of Peterloo Medical Centre on 29 November 2023. The assessment focused on the responsive key question.

Following our previous inspection on 10 January 2019 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Peterloo Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The practice continues to be rated as good overall and for providing safe, effective, caring and well led services as this was the rating given at the last comprehensive inspection. However, as a result of the findings of this focused assessment we have now rated the responsive key question as requires improvement.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement.

Well-led - Good

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

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers. We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## **How we carried out the assessment**

This assessment was carried out remotely and did not include a site visit.

This included:

- Conducting provider and staff interviews using video conferencing.
- Reviewing patient feedback from a variety of sources.
- Requesting evidence from the provider.
- Reviewing data we hold about the practice.
- Seeking information from relevant stakeholders.

## **Our findings**

# Overall summary

We based our judgement of the responsive key question on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way. Patients were dissatisfied with the arrangement for getting through to the practice by phone, appointment times offered and their experience of making an appointment.

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

- Produce a plan as to how they intend to respond to patient concerns/feedback about access and their experience of making an appointment with an aim to improve patient experience.

**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 assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

## Background to Peterloo Medical Centre

Peterloo Medical Centre provides commissioned services under the General Medical Services (GMS) contract within the Heywood, Middleton and Rochdale Commissioning Group (CCG) area.

The practice website is [www.peterloomc.co.uk](http://www.peterloomc.co.uk).

The practice is responsible for providing treatment to approximately 8,850 registered patients.

Regulated activities include surgical procedures, family planning, treatment of disease, disorder or injury, maternity and midwifery services and diagnostic and screening.

Data shows that the age profile of the practice population is broadly in line with the CCG and national averages and that 94% of patients are from a white ethnic group and 6% from other ethnic groups.

Information taken from Public Health England placed the area in which the practice is located as three 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.

At the time of the assessment the practice consisted of 5 GP partners, 2 salaried GPs, 2 practice nurses, a nurse associate, a health care assistant and apprentice health care assistant. The clinical team was supported by a practice manager, an assistant practice manager, a reception manager and a team of administration and reception staff. Peterloo Medical Centre is a teaching practice to medical students and a training practice to doctors who are undergoing training to specialise in General Practice. At the time of the inspection there were four trainee GPs.