

# Valentine Medical Centre

## Inspection report

2 Smethurst Street  
Blackley  
Manchester  
M9 8PP

Tel: 01612415480

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

Date of inspection visit: 23 November 2023

Date of publication: 27/02/2024

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?

Requires Improvement



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive at Valentine Medical Centre on 23 November 2023. Overall, the practice is rated as good.

Safe – good

Effective - good

Caring - Not inspected, rating of good carried forward from previous inspection

Responsive – requires improvement

Well-led - good

Following our previous inspection on 24 November 2015 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 Valentine Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

## 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.
- 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- Patients received effective care and treatment that met their needs.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue with steps taken to improve the patient experience of accessing the practice by telephone and their satisfaction levels with appointment access.
- Continue efforts to improve uptake for childhood immunisations.
- Continue to improve uptake for cervical cytology cancer screening.
- Take action to ensure all medication reviews are appropriately recorded on the patient record.

**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 regulatory co-ordinator 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 Valentine Medical Centre

Valentine Medical Centre is located in Blackley, Manchester at:

2 Smethurst Street

Blackley

Manchester

M9 8PP

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 10790. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Higher Blackley, Harpurhey and Charlestown 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 lowest decile (one 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 59.9% White, 18.9% Black, 13.1% Asian, .6% Mixed, and 3.5% other ethnicities.

The age distribution of the practice population closely mirrors the local and national averages. There are equal numbers of male and female patients registered at the practice.

There is a team of 4 GP partners and 3 salaried GP's who are supported by a practice nursing team who provide nurse led clinics for long-term conditions. The clinical team are supported by a practice manager and a team of reception and administration staff.

The practice is open between 8:45 am to 6:00 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The phone lines are open from 8am and until 6:30pm.

Extended access is provided locally by the Primary Care Network, where late evening and weekend appointments are available. Out of hours services are provided by gtd Healthcare. (Go to Doc Healthcare)

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