

Unsworth 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 comprehensive inspection at Unsworth Medical Centre on 17 December 2018 as part of our inspection programme.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' 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:**

- Review and update clinical policies and procedures.
- Record clinical observations of newly appointed nursing staff.

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 and included a GP specialist adviser.

Background to Unsworth Medical Centre

Unsworth Medical Centre provides personal medical services to 7034 patients within the NHS Bury Clinical Commissioning Group (CCG) area.

The provider is registered with the Care Quality Commission to deliver the regulated activities of family planning, treatment of disease, disorder or injury, maternity and midwifery services, diagnostic and screening procedures and surgical procedures.

Unsworth Medical Centre is situated within the Bury Clinical Commissioning Group (CCG) and provides services to 7,200 patients under the terms of a General Medical Services contract. This is a contract between general practices and NHS England for delivering services to the local community.

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

The out of hours provider is Bury and Rochdale Doctors on Call (BARDOC).

There are five GPs working at the practice (three female and two male). All the GPs are partners of the practice. The GPs are supported by a team of clinical staff including; two practice nurses (one is a nurse prescriber) and a health care support worker. There is an administration team which comprises of a practice manager and a team of reception / administration staff.

The practice demographics are comparable to the local CCG and national average. The practice has a show a slightly higher than average percentage of patients in the 65+ year age group.

The National General Practice Profile describes the practice ethnicity as being 91% white British, 4.7% Asian, 1.5% black, and 2.1% mixed and 0.7% other non-white ethnicities.

The average life expectancy is 79 years for men and 83 years for women which is the same as the national average.

The general practice profile shows that 58% of patients registered at the practice have a long-standing health condition, compared to 56% locally and 54% nationally.