

Fallowfield Medical Centre

Inspection report

75 Ladybarn Lane
Fallowfield
Manchester
Greater Manchester
M14 6YL

Tel: 01612244503
<https://fallowfieldmedicalcentre.co.uk>

Date of inspection visit: 23 Jan 2019
Date of publication: 18/02/2019

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 comprehensive inspection at Fallowfield Medical Centre on 23 January 2019. This was the first inspection of this GP practice under this registered provider.

The GP partnership, took over this practice in early 2016 and the registration of the service with the CQC was completed in June 2018

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 routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that 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 need of vulnerable patients and offered direct telephone access to Citizen's Advice. The practice was a designated homeless friendly and war veteran friendly GP surgery.

- The practice did not have a defibrillator available at the surgery. The practice supplied a risk assessment which detailed the actions the practice staff team would take to respond to a cardiac arrest.
- Following the inspection, the practice reviewed the range of emergency medicines available and increased those available to mitigate the potential risks to patients.
- 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:**

- Review and consider the Resuscitation Council (UK) guidance which indicates an automated external defibrillator (AED) should be available within a primary care setting for immediate use.
- Improve the practice's final written response to complaints to ensure details of the Parliamentary and Health Service Ombudsman's (PHSO) are included.
- Continue to seek solutions to improve patient access and continue to promote and develop the patient participation group.

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 adviser.

Background to Fallowfield Medical Centre

Fallowfield Medical Centre is located at 75 Ladybarn Lane, Fallowfield in Manchester. The practice is part of the NHS Manchester Clinical Commissioning Group (CCG) and provides services under a General Medical Services contract with NHS England. It has 2295 patients on its register. Information about the practice is available on their website at address <https://fallowfieldmedicalcentre.co.uk>

Fallowfield Medical Centre is situated in residential area with on street parking. It is a small practice that provided one GP consultation room and one treatment room. Adaptions to support patients with disabilities were in place.

The practice has one male and one female GP both work regularly at the practice. One of the registered GP partners provides additional support as and when required. The GPs are supported by one practice nurse, one health care assistant, a practice manager, an office manager and a team of administrative / reception staff.

The surgery is open from 8.30am until 6.00 pm Monday to Friday, except on Wednesday when the surgery is closed from 1pm. Between the hours of 08am and 8.30am and 6pm and 6.30pm the practice telephone lines direct patients to the Out of Hours provider Mastercall.

Mastercall also provides cover every Wednesday afternoon from 1pm to 6.30pm.

The practice participates in the Manchester Extended Access service and can offer patients appointments with a GP, nurse and health care assistant during the evenings and at the weekends at designated 'hub' locations.

Out of hours services are accessed via NHS 111.

Information published by Public Health England rates the level of deprivation within the practice population group as level three on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest

The numbers of patients in the different age groups on the GP practice register is generally similar to or just below the averages for GP practices in England. The practice has 71% of its population between the ages of 18 and 64years and has 55% male and 44% female patients on its register. The practice has 51.6% of its population with a status of being in paid work or in full-time education, which is lower than the CCG average (66.2%) and the England average (62.7%). A total of 11.7% of the practice population is unemployed which higher than the CCG average (6.6%) and the England average (3.9%).

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