

# West End Medical Centre

## Inspection report

98-102 Stockport Road  
Ashton Under Lyne  
OL7 0LH  
Tel: 01613395488  
[www.westendmedicalcentre.co.uk](http://www.westendmedicalcentre.co.uk)

Date of inspection visit: 10/07/2023  
Date of publication: 27/10/2023

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 inspection at West End Medical Centre on the 10 July 2023. Overall, the practice is rated as good .

Safe - good

Effective - good

Caring - good

Responsive – requires improvement

Well-led – good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for West End 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 full comprehensive inspection to follow up concerns reported to us.

## 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.
- information from the provider, patients and other organisations.

## We found that:

- Staff had received appropriate training and there were effective health and safety risk assessments.
- 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.

# Overall summary

- Patients satisfaction with accessing the service by phone was lower than the national average.
- The provider had developed a clear vision and was working to embed these values across the staff team

Whilst we did not find any breaches of regulations, the provider **should**:

- Take action to improve the consistency in the management of medicine reviews.
- Take steps to implement quality improvement activities such as clinical audits and re-audits to monitor the effectiveness of clinical care and improve patient outcomes.
- Continue to monitor and improve cervical screening rates.
- Continue to monitor and improve childhood immunisation rates.
- Take action to develop an effective approach in seeking and acting on feedback from patients in relation to accessing the service and overall quality of care.
- Ensure all staff know who the Freedom to Speak Up Guardian is.

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

**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 spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and record reviews without visiting the location.

## Background to West End Medical Centre

West End Medical Centre is located in Ashton Under Lyne at:

98-102 Stockport Road

Ashton Under Lyne

Lancashire

OL7 0LH

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, family planning, surgical procedures, treatment of disease, disorder or injury.

The practice is situated within the NHS Tameside and Glossop Integrated Care System and delivers General Medical Services to a patient population of about 3,900. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 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 78% white, 18% Asian, 2% Black, 2% Mixed.

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

There is a team of 2 GP partners, 4 salaried GPs and 3 regular locum GPs. The practice has a clinical team made up of 3 locum practice nurses; 4 advanced nurse practitioners (3 are locum); 5 pharmacists and 4 health care assistants. The GPs and clinical staff are supported at the practice by a team of reception/administration staff. A practice manager and assistant practice manager provide managerial oversight.

The GP partners are registered providers at 3 other sites and all of the staff listed work across the 4 sites.

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