

Inspire Medical Centre

Inspection report

2nd Floor Croft Shifa Health Centre
Belfield Road
Rochdale
OL16 2UY
Tel: 01706664160
www.inspiremedicalcentre.co.uk

Date of inspection visit: 15 December 2022
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Inspire Medical Centre on 15 December 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

This was a comprehensive inspection undertaken because this was a new registration.

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 remote 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.
- 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.
- Patients could access care and treatment in a timely way.
- All routine appointments were 12 minutes, longer appointments offered were 18 minutes and double appointments were available at the end of every morning surgery.

Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Through the Rochdale Health Academy the practice took part in a work experience initiative where local 14-16 year old school children came to the practice and were taught how to take blood pressure, measure oxygen levels, measure height, weight and BMI prior to a consultation with a GP or nurse. This was all checked by the clinician where hypertension and obesity problems were picked up. This was with patient consent and according to GDPR.

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

- Check that all records have sufficient information when recording medicine reviews
- Check that patients always receive a follow up appointment on the day of their steroid prescription.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included 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 Inspire Medical Centre

Inspire Medical Centre is located in Rochdale at:

2nd Floor, Croft Shifa Health Centre

Belfield Road

Rochdale

OL16 2UY

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

The practice is situated within the NHS Greater Manchester Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 4466. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called Rochdale North 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 Public Health England 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 58.8% Asian, 37.6% White, 1.2% Black and the remainder are other ethnicities and mixed.

The age distribution of the practice population is that there are more patients under the age of 44 years and less patients over the age of 45 years registered than the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of two GP partners and one long term locum one practice nurse who provides nurse led clinics for long-term conditions and one health care assistant. The clinical team are supported at the practice by a team of reception and administration staff.

The practice is open between 8:00am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the Rochdale North PCN hub, where late evening and weekend appointments are available. Out of hours services are provided by Bury and Rochdale Doctors On Call (BARDOC).