

Irlam Medical Practice 2

Inspection report

Irlam Medical Centre
Macdonald Road, Irlam
Manchester
Greater Manchester
M44 5LH
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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

This practice was first inspected in November 2014 when they were rated outstanding in all key questions. On 14 December 2018 we inspected again as part of our inspection programme and found them to require improvement. The areas for improvement were in the safe and well-led domains.

We carried out an announced full comprehensive inspection at Irlam Medical Practice 2 on 16 August 2019 as part of our inspection programme to check whether the practice had implemented and maintained improvement.

The practice is now rated Good overall in all key questions and population groups.

At this inspection we found:

There were systems in place to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. We saw examples where improvements had been made and care and treatment was delivered according to evidence-based guidelines.

- Systems to manage read coding, prescribing, medical alerts and care planning were improved, and consistency and safety was being maintained.
- The systems to manage medicines safely were improved and were now being consistently applied.
- Staff involved and treated patients with compassion, kindness, dignity and respect. Patients found the appointment system easy to use and reported that they could access care when they needed it.
- The governance structure had improved and encouraged whole team working. Clinical discussions regularly took place and were attended by nurses and communication overall was being consistently disseminated to all staff.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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 second CQC inspector and a GP specialist adviser.

Background to Irlam Medical Practice 2

Irlam Medical Practice 2 provides primary care services to 4130 patients. The practice delivers services under a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder and injury.

Regulated activities are delivered from the following address: Irlam Medical Centre, Macdonald Road, Irlam, M44 5LH. The website of the practice is:

The practice has three GP partners (one male and two female) and one salaried GP who are supported by two practice nurses, a healthcare assistant, and a team of reception and administration staff.

The age profile of the practice population mostly consists of patients aged 15-45. Information taken from Public Health England placed the area in which the practice was in the fifth most deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by NHS 111.