

Tregenna Group Practice

Inspection report

Tregenna Group Practice
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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 Tregenna Group Practice on 10 January 2019 as part of our inspection programme.

At the last inspection in December 2015 we rated the practice as good overall.

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 practice had implemented systems of specific support for patients nearing end of life and this included a direct telephone number to obtain support from the practice cancer champions.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw one area of **outstanding** practice

- The practice delivered person centred support to patients they assessed as vulnerable or needing additional support with ordering their medicines. The identified patients were called each month to discuss their medicine requirements and the appropriate prescriptions were sent to the patient's preferred pharmacist.

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

- Obtain evidence of conduct in previous employment for new employees as part of the recruitment process.
- Continue to review the practice levels of antimicrobial prescribing.
- Improve practice records including a log of patient safety alerts and actions taken, standardising meeting agendas to include significant event, guidance updates and alerts and implement a clinical audit plan.

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 Tregenna Group Practice

Tregenna Group Practice, is located at 299 Portway, Wythenshawe, 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 6549 patients on its register. Information about the practice is available on their website at address www.tregenna.nhs.uk/your-surgery

Tregenna Group Practice is in a former residential dwelling that has been rebuilt and extended twice in 1986 and 2007 respectively. Further redevelopment work to extend the practice was being undertaken at this inspection. Adaptions to support patients with disabilities were in place.

The practice has three male and one female GP partners and one female salaried GP. The GPs are supported by two practice nurses, one health care assistant, a practice manager, an assistant practice manager, a reception manager and a team of administrative and reception staff.

The surgery is open from 8am until 6.30pm Monday to Friday, with a one hour closure on Wednesdays between 1 and 2pm. The practice provides extended access Thursday mornings from 7.10am. 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.

The practice is a teaching practice supporting medical students and newly qualified doctors and is a training practice for doctors training to be a GP.

Information published by Public Health England rates the level of deprivation within the practice population group as level one on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest. Life expectancy is lower in the locality when compared with national averages. For example, for men life expectancy is 74.3 years in comparison with 79.2 years nationally. Similarly, for women life expectancy is 78.5 years compared with the national average of 83.2 years.

The numbers of patients in the different age groups on the GP practice register is generally similar to the averages for GP practices in England. The practice has a higher percentage (14.7%) of patients over the age of 65 years, compared with the local average of 9.9%. The practice also has a higher percentage (61.1%) of its population with a long-standing health condition when compared to the local CCG average (53.2%) and the England average (53.6%). The practice has 57.5% of its

population with a status of being in paid work or in full-time education, which is lower than the CCG average (62.9%) and the England average (61.9%). A total of 2.1% of the practice population is unemployed which is below the CCG average (8.7%) and the England average (4.9%).

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