

Peel Hall Medical Practice

Inspection report

Forum Health
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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.

Overall summary

We carried out an announced comprehensive inspection at Peel Hall Medical Practice on 03 September 2019 following our annual review of the information available to us.

The inspection looked at the following key questions: Safe, Effective, Responsive and Well-led. We did not specifically inspect the Caring key question and the rating therefore remained unchanged based on the findings from the last inspection in August 2017.

The inspection report can be found by selecting the 'all reports' link for Peel Hall Medical Practice on our website at <https://www.cqc.org.uk/location/1-526710208/reports>

We issued a warning notice for breaches of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance). This inspection was an announced focused inspection undertaken on 06 February 2020 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches identified within the warning notice.

At this inspection we found:

- A range of policies, procedures and/or protocols had been developed to provide guidance to practice leaders, clinicians and staff.
- Systems and processes for the safe management of prescriptions, significant events, safety alerts and complaints had been reviewed and improved.
- Action had been taken in response to premises safety issues and associated risk assessments.
- The competency of non-medical prescribers had been assessed and staff had received appraisals.

- The management of workflow processes and patient test results had been strengthened. GP audit of the work flow process had not yet taken place but was scheduled.
- Records relating to the recruitment of staff, professional registrations and staff vaccination had been reviewed and improved.
- Staff had been supported to complete key training modules and systems had been established to monitor progress.
- A range of meetings had been held for practice staff to attend and plans were in place to schedule ongoing meetings throughout the year.
- Governance arrangements had improved and were being embedded into practice.

At our previous inspection on 03 September 2019, we rated the practice as inadequate and placed the service into special measures. As per our published inspection methodology, a further full comprehensive inspection visit will be carried out within six months of the publication date of the inspection report, to monitor the work the practice has started to produce the required improvements to the service.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection team was led by a CQC lead inspector who was assisted by a second CQC inspector.

Background to Peel Hall Medical Practice

Peel Hall Medical Practice is situated at Forum Health, Simonsway, Wythenshawe, M22 5RX. It is housed in a modern purpose-built health and community services building and offers ground floor access and facilities for disabled patients and visitors. There is good access to public transport including the Metrolink and patient parking is available on the adjacent car park.

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is part of the NHS Manchester Clinical Commissioning Group (CCG) and provides services under a general medical service (GMS) contract with the CCG. There were approximately 9,230 patients on the practice register at the time of our inspection.

Services are provided by Dr Ashraf Bakhat (the provider) and three male and three female salaried GPs. The practice also employs a pharmacist, two nurses (one of whom is an independent prescriber) and one assistant practitioner. The clinical team is supported by a practice manager, assistant practice manager, two medical secretaries and three administration staff in addition to a team of receptionists.

The practice has a higher than average number of patients with a long-standing health condition, 57.7% compared to the local average of 48.2% and national average of 51.2%. Average male and female life expectancy is lower than local and national averages; 74

for men compared to the local average of 74.8 and national average of 79.2 and 78 for women compared to 79.6 local average and 83.2 national average. Information published by Public Health England rates the level of multiple deprivation within the practice population group as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open from 8am to 6.30pm on weekdays with extended hours appointments offered on Thursday evenings until 7.30pm and Saturday mornings. The practice is closed for two hours on a Wednesday between 1pm and 3pm and arrangements are in place to direct patients to the local Out of Hours GP service. The practice offers a walk-in surgery every day from 8.30am to 10am where patients can attend without an appointment.

Further bookable appointments are from 2pm to 5pm every afternoon. Registered patients can access extended hours appointments via the Manchester Extended Access Service (MEAS). The extended access service is delivered from a number of 'hubs' across Manchester including Peel Hall Medical Practice. A number of appointments are bookable via the practice and operating times of the service vary between each location. Appointments are available at all sites between 6.00pm and 8.00pm on weekdays and on Saturday and Sunday mornings.

On-line services include appointment booking and ordering repeat prescriptions. The practice is a teaching practice for medical students from Manchester University.