

Park View Medical Centre

Inspection report

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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 focused inspection at Park View Medical Centre on 15 July 2019 following our annual review of the information available to us. The inspection looked at the following key questions: Safe, Effective and Well-led.

Following our inspection on 15 July 2019, we rated the practice inadequate overall and also for the Safe, Effective and Well-led key questions. We did not specifically inspect the Caring or Responsive key questions and the ratings therefore remained unchanged based on the findings from the last inspection in June 2015. The inspection report can be found by selecting the 'all reports' link for Park View Medical Centre on our website at

We issued a warning notice for breaches of Regulation 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Safe Care and Treatment and Good Governance).

This inspection was an announced focused inspection undertaken on 11 November 2019 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 in relation to the management of medicines, patient safety medicines alerts, exception reporting and prescription security to provide guidance to clinicians and staff.
- Monitoring of Methotrexate, Azothiaprime and Lithium (high risk medicines) was up-to-date.

- Action had been taken in response to a medicines safety alert for Hydrochlorothiazide. However, other alerts had not always been received, logged and/or appropriately acted upon by the practice.
- Some patients with long-term conditions were still being issued with medication despite monitoring being overdue.
- Systems had been established to record incoming and outgoing prescription numbers and to ensure the safe storage of prescription stationery stock.
- A five-year fixed electrical wiring certificate had been obtained for the premises which confirmed the installation was satisfactory.
- An up-to-date minor surgery audit had been completed for the period 1/08/2018 to 31/07/2019.

At our previous inspection on 15 July 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

Population group ratings

Our inspection team

The inspection team was led by a CQC inspector. The team included a GP specialist advisor.

Background to Park View Medical Centre

Park View Medical Centre is situated next door to North Manchester General Hospital in Crumpsall Manchester. The medical centre is purpose built and offers ground floor access and facilities for disabled patients and visitors. There is good access to public transport 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, family planning, 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 services are provided under a general medical service (GMS) contract with the CCG. There were approximately 6,532 patients on the practice register at the time of our inspection.

Services are provided by two GP partners (both female) and four male salaried GPs together with a practice nurse manager and two practice nurses. A pharmacist is also employed within the practice who assists the GPs with medication queries, reviews and projects.

Members of clinical staff are supported by a practice manager, senior receptionist and reception and administration staff.

The practice has a higher than average number of patients under the age of 18, 26.6% compared to the local

average of 22.6% and national average of 20.7%. Likewise, the practice has a higher percentage of patients with a long-standing health condition 58.6% compared to the local average of 48.2% and the England average of 51.2%. 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 between 8:30 am and 6.00 pm Monday to Friday. Actual GP surgery times vary each day in order to offer patients a wider choice of appointments.

Appointments are generally from 8.40 am to 12 mid-day every morning and 2 pm to 6 pm daily. 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. A number of appointments are bookable via the practice and the operating times of the service vary between each location. Appointments are available at all sites between 18:00 and 20:00 on weekdays and on Saturday and Sunday mornings.

On-line services include appointment booking, ordering repeat prescriptions and viewing medical records.

The practice is a teaching practice for year one, two and four Manchester University Students.