

# Dearden Avenue Medical Practice

## Inspection report

1A Dearden Avenue  
Little Hulton  
Manchester  
Lancashire  
M38 9GH

Tel: 01612126262

[www.deardenavenuemedicalpractice.nhs.uk/](http://www.deardenavenuemedicalpractice.nhs.uk/)

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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 a focused inspection at Dearden Avenue Medical Practice on 29 November 2019. The announced inspection was part of our inspection programme. Following a five-year inspection interval based on a Care Quality Commission annual regulatory review we inspected the key questions effective and well led and utilised information from our previous inspection findings for the key questions safe, caring and responsive. 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:

- 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 way the practice was led and managed promoted the delivery of person-centre care.

**We rated the practice as good for providing effective services because:**

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs.

**We rated the practice as good for providing a well led service because:**

- There was a clear leadership structure and staff felt supported by management. The practice had a number of policies and procedures to govern activity and held regular governance meetings.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of person-centre care.
- The practice proactively sought feedback from staff and patients, which it acted on.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

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

## Background to Dearden Avenue Medical Practice

Dearden Avenue provides primary care to its list of 2,362 patients under a General Medical Services (GMS) contract. The provider is registered for the following regulated activities: Diagnostic and screening, Maternity and midwifery, Treatment of disease, disorder or injury and surgical procedures.

Regulated activities are provided from the following address:

1A Dearden Avenue  
Little Hulton  
Manchester  
M38 9GH

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:  
[www.deardenavenuemedicalpractice.nhs.uk/](http://www.deardenavenuemedicalpractice.nhs.uk/)

There are two GPs (female) who are supported by a long-term male locum GP. The practice employs a practice nurse. There is also a practice manager and supporting administration staff.

The average life expectancy and age profile of the practice population is below the CCG and national averages. The practice is rated as one out of 10 on the deprivation score (one being the most deprived).

Patients requiring a GP outside of normal working hours are advised to contact NHS 111.