

# Flixton Road Medical Centre

## Inspection report

132 Flixton Road  
Urmston  
Manchester  
Lancashire  
M41 5BG

Date of inspection visit:  
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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 January 2015 when they were rated Good. On 22 October 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 Flixton Road Medical Centre on 8 May 2019 as part of our inspection programme to check whether the practice had implemented and maintained improvement.

The population groups in effective and responsive are all rated good.

The practice is rated Good overall.

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.
- The weekly newsletter was an asset to communication about changes and news at the practice.
- There was a focus on continuous learning and improvement at all levels of the organisation and the practice supported trainee GPs and mentored nurses.

**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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

## Background to Flixton Road Medical Centre

Flixton Road Medical Centre is situated in a two-story converted house and the practice formed in 2012 when two single handed GPs merged. The practice provides General Medical Services (GMS) commissioned by Trafford Clinical Commissioning Group (CCG) to 5321 patients.

Regulated activities of Diagnostic and Screening Procedures, Family Planning, Maternity and Midwifery Services, Surgical Procedures and Treatment of Disease, Disorder or Injury are delivered from 132 Flixton Road, Urmston, Manchester.

The practice is situated in an area at number eight on the scale of deprivation (where the worst is one and the best is 10) and the population is mainly white British. People living in the least deprived areas tend to live longer than those in the most deprived areas.

The practice website can be found at

There are two male GP partners and two female trainee GPs. There are two practice nurses and a reception/administration team supported by a Practice Manager.

The practice is open Monday to Friday 8am until 6.30pm. On weekend mornings the building is used by Trafford Primary Health to offer Trafford patients an appointment with a nurse or GP. In addition, when the practice is closed, patients are directed to the out of hours service provided by Mastercall.

Appointments are available at various times during the day and can be booked in person, by telephone or on line.

This was a training practice for junior doctors, clinical pharmacists and primary care nurses.