

# Donneybrook Medical Centre

## Inspection report

Clarendon Street

Hyde

SK14 2AH

Tel: 01613683838

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

Date of inspection visit: 23 January 2024

Date of publication: 08/03/2024

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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out a targeted assessment of Donneybrook Medical Centre in relation to the responsive key question. This assessment was carried out on 23 January 2024 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as **Requires improvement.**

Safe – good (carried over from the previous inspection)

Effective - good (carried over from the previous inspection)

Caring - good (carried over from the previous inspection)

Responsive – Requires Improvement

Well-led - good (carried over from the previous inspection)

Following our previous inspection in January 2023, the practice was rated good overall and for all key questions. At this inspection, we rated the practice as requires improvement for providing responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Donneybrook Medical Centre our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection as part of our GP-responsive assessment programme.

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## How we carried out the assessment

This assessment was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- Trend data within the national GP patient survey had declined and although the practice in-house surveys were showing some improvement over a 6 month period, the improvements remained ongoing.
- The provider hosted digital system training to support patients in using the online service provision.
- The provider had trained staff in recognising changes to health conditions to access the correct clinician without delays.
- Longer appointment times were made available for more complex patients to avoid multiple appointments.
- Learning disability patients had appointments offered at times to suit their needs and home visits supported for patients who struggled to attend the practice.
- The provider would involve all staff with complaints to gain feedback and opportunities to learn.

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

- Continue to audit patient survey data and continue to implement, review and improve patient access.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to Donneybrook Medical Centre

Donneybrook Medical Centre is located in Hyde, Manchester at:

Clarendon Street

Hyde

Manchester

SK14 2AH

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

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers General Medical Services to a patient population of about 8000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices within Hyde primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 12,6% Asian, 83,2% White, 1,5% Black, 2% Mixed, and 0,7% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more young patients registered at the practice compared to older and working patients.

There is a team of 3 GP partners, 3 salaried GP, 1 advanced nurse practitioner, 2 practice nurses, 1 nurse trainee, 1 associate practitioner, a clinical pharmacist, a social prescriber, mental health practitioner, a complex care nurse, a learning disability practitioner, health and well-being coach and a physiotherapist who offer appointments for patients. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Hyde primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.