

# St George's Medical Centre

## Inspection report

St Georges Drive  
Moston  
Manchester  
M40 5HP  
Tel: 01618703449

Date of inspection visit: 21/04/2021  
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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



# Overall summary

We carried out an announced review at St George's Medical Centre on 21 April 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective – Previously rated Good

Caring - Previously rated Good

Responsive - Previously rated Good

Well-led - Previously rated Good

Following our previous inspection on 21 October 2018 the practice was rated Good overall.

One patient population group in the Effective domain was rated as Requires Improvement for providing safe services to 'Older People', this was as a result of the care plans identified in Safe domain.

The Safe key question was rated as requires improvement due to concerns about the management significant events, care plans and hazards being identified during the October 2018 inspection.

We issued the provider with a requirement notice for breach of Regulation 12 (Safe care and treatment) and asked them for an action plan detailing what they would do to improve.

The full reports for previous inspections can be found by selecting the 'all reports' link for <https://www.cqc.org.uk/location/1-541783599/reportson> our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was a follow-up of information without undertaking a site visit inspection to follow up on:

- The original breach identified in Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.
- Care plans – as previously they were not clearly documented, and information was stored in various places within the IT system.
- The management of significant events – as the threshold needed to be lowered and learning cycles completed.
- Trip hazards that we identified in the waiting area and the use of incorrect waste bins in the consultations room.

## Our findings

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

- what we found when we reviewed
- information from our ongoing monitoring of data about services and
- information from the provider and other organisations.

**We have rated this practice as Good in the Safe key question and Good overall with the older people Population Group rated Good in effective / responsive.**

# Overall summary

We found that:

- A new process had been developed for managing significant events which included documenting and reviewing events. Learning and improvements cycles were also taking place.
- Care plan process had been updated and a new process implemented which included monitoring and reviewing all care plans. The practice also implemented care planning processes as part of Long-Term Condition (LTC) reviews. Care plans were directly inputted into the patient's clinical record for coding.
- Clinical waste bins had been ordered and placed in all consultation rooms. The practice had also updated and completed their Infection Control action plan to reflect these changes.
- Trip hazards in the entrance and waiting area of the building had been resolved the day after the inspection with photographic evidence provided.

**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>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our review was conducted by a CQC lead inspector who reviewed the action plan submitted at the time of the inspection.

## Background to St George's Medical Centre

St George's Medical Centre is located on the outskirts of Manchester at:

St Georges Drive

Moston

M40 5HP

The practice is situated within the Manchester health and social care, Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 7000 patients. This is part of a contract held with NHS England.

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; maternity and midwifery services and treatment of disease, disorder and injury.

The practice is a teaching practice for medical students.