

Peterloo 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.

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 an announced comprehensive inspection at Peterloo Medical Centre on 10 January 2019 as part of our inspection programme.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 high-quality, person-centre care.
- The practice strongly supported staff in their career development.
- The practice, with other practices in the Clinical Commissioning Group and the wider NHS, had receptionists who were trained as care navigators who signposted patients to the right person at the right time across a variety of health services.

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

- Ensure that all children who had failed attendances have their follow up recorded in their records.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Peterloo Medical Centre

Peterloo Medical Centre provides commissioned services under the General Medical Services (GMS) contract within the Heywood, Middleton and Rochdale Commissioning Group (CCG) area.

The practice website is www.peterloomc.co.uk.

The practice is responsible for providing treatment to approximately 9554 registered patients and offers services that include meningitis provision, the childhood vaccination and immunisation scheme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, patient participation, rotavirus and shingles immunisation, unplanned admissions, minor surgery and contraceptives.

Regulated activities include surgical procedures, family planning, treatment of disease, disorder or injury, maternity and midwifery services and diagnostic and screening.

Data shows that the age profile of the practice population is broadly in line with the CCG and national averages and that 94% of patients are from a white ethnic group and 6% from other ethnic groups.

Information taken from Public Health England placed the area in which the practice is located as three on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

At the time of the inspection the practice consisted of five GP partners (two male and three female), two part time, female salaried GPs, two practice nurses and one health care assistant. The clinical team is supported by three assistant practice managers and a team of administration and reception staff.

Peterloo Medical Centre is a teaching practice to medical students and a training practice to doctors who are undergoing training to specialise in General Practice. At the time of the inspection there were two trainee GPs and one medical student at the practice.