

Grosvenor Medical Centre

Inspection report

62 Grosvenor Street
Stalybridge
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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?

Outstanding



Are services responsive to people's needs?

Good



Are services well-led?

Good



Overall summary

We carried out an announced inspection at Grosvenor Medical Centre on 2 November 2022. Overall, the practice is rated as good.

The key questions are rated as:

Safe – Good

Effective – Good

Caring – Outstanding

Responsive – Good

Well-led – Good

The provider was last inspected February 2016 and was rated Good overall and in all the key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Grosvenor Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a selection of services rated good and outstanding.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews by telephone and using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- Gaining feedback from staff using staff questionnaires
- A shorter site visit

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall

We have rated this practice as good for providing safe, effective, responsive and well-led services because:

- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

We have rated this practice as outstanding for providing caring services because:

- The practice had detailed knowledge of the patient population and provided numerous examples of how they had built relationships with patients and the local community to support individuals and families. These relationships enabled them to reach very vulnerable patients who would not normally access healthcare, in particular the work to support people who are homeless.
- Patients were truly respected and valued as individuals and were empowered as partners in their care, practically and emotionally, by an exceptional and distinctive service. They were provided with a holistic package of care, addressing all the needs of the patient, including their physical, mental, and emotional health, while taking social factors into consideration.
- The practice demonstrated a truly patient-centred culture and staff were committed to delivering excellent care to meet the needs of individuals, with examples provided of staff going above and beyond to support patient's well-being and ensure urgent needs were met.
- The 2022 National GP Survey results were above local and England average in all areas of caring.

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

- Embed the new templates to ensure medication reviews are fully documented[JK1] .
- Continue to regularly audit patients prescribed high risk medicines to ensure they are being monitored in a timely manner and in line with guidance.
- Continue to work with patients to encourage the uptake of cervical screening.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Grosvenor Medical Centre

Grosvenor Medical Centre is located in Stalybridge at:

62 Grosvenor Street,

Stalybridge,

Cheshire

SK15 1RZ

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

The practice is situated within the Tameside locality of the Greater Manchester Integrated Care Board and delivers General Medical Services (GMS) to a patient population of about 6353. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices (Stalybridge, Dukinfield and Mossley Primary Care Network (PCN)) and is part of the Tameside locality of the Greater Manchester Integrated Care Board. PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the third 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 4% Asian, 94% White and 2% other. The age distribution of the practice population is similar to local averages.

There is a team of two GP partners and four salaried GPs. There are two clinical pharmacists, two practice nurses, an assistant practitioner and a health care assistant. The clinical team are supported by a practice manager, finance manager and a team of administrative and reception staff.

The practice is open between from 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations, online consultations and advance appointments.

Extended access is provided by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by gtd healthcare.