

Dr Ngan and Partners

Inspection report

The Vallance Centre
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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 Dr Ngan and Partners on 19 February 2019.

At the last inspection in August 2015 we rated the practice as good overall.

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:

- Processes and systems to support good governance and management were well established, clearly set out, understood and effective.
- Appropriate policies, procedures and activities to ensure safety were established and monitored to ensure effectiveness.
- The practice had clearly defined and embedded systems to minimise risks to patient safety and the

practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured care and treatment was delivered according to evidence based guidelines.

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice was responsive to needs of its patients including vulnerable patients. They promoted access to a range of health and wellbeing services including Zion, 42nd Street and Buzz.
- There was a focus on continuous learning and improvement at all levels of the organisation.

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

- Obtain evidence of pre-employment health checks for locum GPs as part of the recruitment process.
- Improve the practice's final written response to complaints to ensure details of the Parliamentary and Health Service Ombudsman's (PHSO) are included.
- Continue to promote cervical screening and the practice's register of carers.

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 advisor, and a second CQC inspector.

Background to Dr Ngan and Partners

Dr Ngan and Partners is located at The Vallance Centre, Brunswick Street, Manchester, M13 9UJ. The practice is part of the NHS Manchester Clinical Commissioning Group (CCG) and provides services under a General Medical Services contract with NHS England. It has 9778 patients on its register. Information about the practice is available on their website at address: www.vallancebrunswickgroup.com

Dr Ngan and Partners is situated in a purpose built modern health centre building in a busy residential area close to the Manchester universities and the centre of Manchester city. The practice offers four GP consultation rooms and two practice nurse rooms. Service were provided on the ground floor. The building is shared by two other GP practices and on the first floor a range of associated health care services including a dentist, a physiotherapy department and a district nursing service.

The practice has two male and one female GP partners, and employs one regular locum GP and one second year trainee female GP. GPs are supported with a team of three part-time practice nurses, a health care assistant, a practice manager, an assistant practice manager and a team of administrative / reception staff. The practice manager and the administrative team work between Dr Ngan and Partners and another practice located within the Vallance Centre.

The surgery is open from 8:00 am to 18.30pm Monday to Friday and appointments are provided from 08.30am to 12.30pm and 13.30pm to 18.30pm each day. The practice also offers extended access to telephone consultations on Monday and Tuesday from 18.30 to 19.30pm.

The practice participates in the Manchester Extended Access service and can offer patients appointments with a GP, nurse and health care assistant during the evenings and at the weekends at designated 'hub' locations. Out of hours services are accessed via NHS 111.

The practice is a training practice for doctors and is also accredited to offer placements and training for medical students.

Information published by Public Health England rates the level of deprivation within the practice population group as level two on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The numbers of patients in the different age groups on the GP practice register is reflected the local population with a high number of young adults (students) between the ages of 16 and 25 years and a high percentage 46% of Chinese patients. There are lower number of children and older people registered at the practice when compared with local and national for GP practices in England. For example, the percentage of patients under the age of 18

years was 6.3%, compared to the local average of 22.6% and England average 20.7%, and for patients over the age of 65 years it is 4.1% compared with the local average of 9.9% and national average of 17.3%. In addition, there is a lower percentage of patients with a long-standing health condition (32.7%) compared to the local average of 48.2% and England average of 51.2%

The practice has 82.3% of its population with a status of being in paid work or in full-time education, which is higher than the CCG average (63.9%) and the England average (61.9%).

The practice provides treatment of disease, disorder or injury and diagnostic and screening, family planning and maternity and midwifery and surgical procedures as its regulated activities.