

Tregenna Group Practice

Inspection report

Portway
Woodhouse Park, Wythenshawe
Manchester
M22 0EP
Tel: 01614993777

Date of inspection visit: 15 January 2024
Date of publication: 08/02/2024

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?

Good



Overall summary

We carried out an announced assessment of 12 January 2014. The assessment focused on the responsive key question.

Following our previous inspection on 10 January 2019 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Tragenna Group Practice on our website at www.cqc.org.uk.

The service continues to be rated as good for the responsive key question as a result of the findings of this focused assessment. The practice continues to be rated as good overall as this was the rating given at the last comprehensive inspection.

Safe - Good

Effective - Good

Caring - Good

Responsive – Good

Well-led - Good

Why we carried out this review

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 review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Our findings

Overall summary

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the provider highlighted the work they are doing to maintain and improve the responsiveness of the service for their patient population.
- The provider organised and delivered services to meet patients' needs. They worked proactively and alongside other agencies to meet the needs of the patients and improve their experiences of care and treatment.
- People were able to access care and treatment in a timely way.
- Complaints were listened to, managed appropriately and used to improve the quality of care.

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 assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Tregenna Group Practice

Tregenna Group Practice is located in Wythenshaw, Manchester.

The address of the practice is:

Portway

Woodhouse Park

Wythenshaw

Manchester

Greater Manchester

M22 0EP

The provider is registered with CQC to deliver the Regulated Activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice is situated within Wythenshaw, South Manchester and falls under the Greater Manchester Integrated Care System (ICS) and provides services to approximately 6,800 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England.

The practice is part of a Wythenshaw primary care network (PCN) which is a wider network of GP practices across South Manchester.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 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 80.4% White, 7.4% Asian, 5.6% Black, 4.6% Mixed, and 2% Other.

The service is run by a partnership of 3 GPs and the team includes 3 salaried GPs, 1 practice nurse and 2 healthcare assistant. The practice is a training practice and can support up to 4 GPs in training at any one time. Additional roles included: a physician associate, 2 pharmacists, a first contact physiotherapist, a counsellor and a dietician. The GPs are supported at the practice by a practice manager and team of reception/administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types with most appointments being provided on the day of the request.

The practice operated extended access appointments Monday, Tuesday, Thursday, and Friday from 7:30am – 8am for prebooked phlebotomy appointments. The main reception was open from 7.30am on these days for general enquiries. The practice operated an enhanced access clinic as part of the primary care network every Tuesday evening 4.30pm – 8.30pm and one weekend in every four throughout the month. The opening hours for these are Saturday 9am – 5pm and Sunday 9am – 2pm. Additional extended access is provided locally by the primary care network where late evening and weekend appointments are available.

Patients can access the Out of hours service by calling 111.