

Guttridge Medical Centre

Inspection report

Deepdale Road
Preston
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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 Guttridge Medical Centre (Dr Yerra Surgery) on 14 February 2019. This was in response to changes to practice services following a merger with another GP practice in the same building in May 2018 which had not been previously rated by CQC. We inspected Guttridge Medical Centre (Dr Yerra Surgery) previously on 4 April 2017 and rated the practice as Good overall and in all key questions.

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.

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

- Maintain an up to date record of clinical staff medical indemnity, membership of professional bodies and immunisation status.
- Carry out additional health and safety checks relevant to staff working in practice premises and include all aspects of infection prevention and control in audit activities.
- Review the structure of reporting, discussing and documenting significant incidents and document clinical discussions to evidence and share learning from quality improvement activity.
- Maintain up to date records of staff training.

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, a CQC inspector manager and a second CQC inspector who was shadowing the team.

Background to Guttridge Medical Centre

Guttridge Medical Centre (Dr Yerra Surgery) is situated on Deepdale Road in Preston at PR1 6LL serving a mainly urban population. The practice shares the building with one other single-handed GP practice, a physiotherapy service, an eye-screening service and a pharmacy. The practice provides level access for patients to the building and has disabled facilities available.

The practice has parking for disabled patients; there is parking available on nearby streets for all other patients and the surgery is close to public transport. The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is part of the Greater Preston Clinical Commissioning Group (CCG) and services are provided under a General Medical Services Contract (GMS) with the CCG. There is one male GP principal, two regular male locum GPs, and one female long-term locum GP who was on sick leave at the time of our inspection. They are supported by a practice nurse, a regular locum practice nurse, a healthcare assistant, a practice manager, a

senior receptionist and a team of administrative and reception staff, one of whom is also the practice medicines co-ordinator. The practice manager was new to the practice in August 2018.

The practice provides services to approximately 3,911 patients. The practice extended its services to another single-handed GP practice in the building in May 2018 when the principal GP in that practice retired. A formal merger of the two practices took place in February 2019. Because the patient population of the practice changed, data for the current patient profile of the practice are not available, however, the following generally describes the population. There are considerably lower numbers of patients aged over 65 years of age than the national average and higher numbers of patients aged under 18 years of age than the national average. The practice also has more patients aged between 30 and 49 years of age than the national average, the majority of these being male.

Information published by Public Health England (PHE) rates the level of deprivation within the practice population group as three on a scale of one to ten. Level

one represents the highest levels of deprivation and level ten the lowest. The ethnicity estimate given by PHE gives an average combined estimate of 2.7% mixed and 39.4% Asian.