

Wilmslow Road Surgery

Inspection report

Wilmslow Road Medical Centre
156 Wilmslow Road, Rusholme
Manchester
M14 5LQ
Tel: 01612242452

Date of inspection visit: 01/06/2022
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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 well-led?		Good	

Overall summary

We carried out an announced inspection at Wilmslow Road Surgery on 1 June 2022. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - Good

Effective – Good

Well-led – Good

The ratings of good for being caring and responsive have been carried through from the previous inspection.

Following our previous inspection on 14 November 2018 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 Wilmslow Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused review of information which included a site visit to confirm that services are still good and that the quality we saw on the previous inspection has been maintained. At this inspection we looked at the domains of safe, effective and well led. We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

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 some staff interviews using video conferencing
- Completing remote clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- 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

Overall summary

- 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

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Review and monitor patients' long term conditions to ensure they receive the necessary follow up treatments.
- Register for the CQC related activity maternity and midwifery.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

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

Background to Wilmslow Road Surgery

Wilmslow Road Surgery is located in Manchester at:

Wilmslow Road Medical Centre

156 Wilmslow Road,

Rusholme

Manchester

M14 5LQ

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

- diagnostic and screening procedures
- treatment of disease, disorder or injury
- family planning.

The provider is not registered to provide maternity and midwifery regulated activity and undertake pre and post natal health checks.

The practice is situated within the NHS Manchester Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of 5,607. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. This includes Ardwick and Longsight Primary Care Network and Rusholme Moss Side and Hulme Neighbourhood.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 53% White, 27% Asian, 10% Black, 4% Mixed, and 6% Other.

The age distribution of the practice population mirrors the local and national averages although there are more younger patients registered at the practice compared to national averages.

There is a team of three GP partners, two female and one male. The practice has one practice nurse who provides nurse led clinics for patients with long-term conditions. The GPs are supported at the practice by the practice manager and a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place during the pandemic and in line with the national guidance, most GP appointments were telephone consultations. However, since this time, most appointments are now face-to-face.

Extended access is provided locally by the Manchester Extended Access Service where late evening and weekend appointments are available. Out of hours services are provided by Go to Doc via NHS 111.