

# Stockport Medical Group

## Inspection report

1-3 Avondale Road  
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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?

Requires improvement



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 Stockport Medical Group on 15 January 2019 as part of our inspection programme. At the last inspection conducted in February 2016 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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.

The practice is rated as **good** overall. We rated the practice as **good** for providing effective, caring, responsive and well-led services.

This means that:

- People who used the service were generally protected from avoidable harm and risk of harm, however management of patient medicines were not always safe, some staff had been recruited without all the required checks being in place.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients' needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- Safeguarding measures were well embedded, rigorously managed and staff provided excellent examples of interventions.

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have safe and effective systems and processes to manage some higher risk medicines.
- The practice did not have an effective recruitment procedure which included recording and retaining all information required by Schedule 3 of the Health and Social Care Act.
- The practice did not have comprehensive risk assessments.
- Some staff immunisations were not up to date.

There were areas where the provider **must** make improvements:

- Ensure care and treatment is provided in a safe way to patients.

There were areas where the provider **should** make improvements:

- Establish an effective patient participation group.
- Record the reasons for temperatures in practice refrigerators being out of range.

We saw one area of outstanding practice:

- Systems to monitor and identify vulnerable patients who may be at risk of abuse were comprehensive and rigorous.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor, an additional CQC inspector and a CQC observer.

## Background to Stockport Medical Group

Stockport Medical Group is part of the NHS Stockport Clinical Commissioning Group (CCG). Services are provided under a personal medical service (PMS) contract with NHS England. The practice had approximately 16,500 patients on their register. Stockport Medical Group provides services from three GP practices. One is the registered location at Edgeley Medical Practice, 1-3 Avondale Road, Edgeley, Stockport SK3 9NX. The second and third practices are classed as branch surgeries: Delamere Practice, 257 Dialstone Lane, Great Moor, Stockport SK2 7NA and Lowfield Practice, 5 Lowfield Road, Stockport SK2 6RW. These practices provide a full range of services including GP appointments, nurse led health screening clinics and a weekly baby clinic. We visited both these branch surgeries. Patients can request appointments at either the main surgery or the branch surgeries.

Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy in the practice geographical area is below the England and CCG average for males at 77 years and 81 years for females (England


average 79 and 83 respectively). The practice's unemployed patient population was higher, 3.9% compared with the CCG average of 2.9% and the England average 4.3%.

The patient numbers in the younger age groups were higher than both the CCG and England averages. For example, 7.2% of the patient population was aged 0-4 years (CCG and England average 5.6%) and the percentage of young people under 18 years of age was 22.9% compared to the CCG 20.4% and England average 20.7%.

The practice has seven GP partners (four female and three male), five salaried GPs and two GP trainees. The practice employs a practice director, two practice managers, an office manager, two advanced clinical practitioners, five practice nurses, one pharmacist, and three healthcare assistants. In addition, the practice employs a team of secretarial, reception and administrative staff.

The practice is a training practice for qualified doctors who are training to be a GP and is a medical student training practice.


Edgeley Medical Practice is open Monday 8am to 8.30pm, Tuesday 7am to 6.30pm, Wednesday to Friday 8am to 6.30pm



The Delamere Practice is open Monday 8am to 6.30pm, Tuesday 8am to 8pm, Wednesday 7am to 6.30pm and Thursday and Friday 8am to 6.30pm.

The Lowfield Practice is open 8am to 6.30pm daily apart from Thursdays when it remains open to 7.30pm.

Saturday and Sunday morning appointments are available alternate weeks between 9am and 1pm.



Patients are asked to contact NHS 111 for Out of Hours services.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, family planning and maternity and midwifery services.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment  Assessments of the risks to the health and safety of service users of receiving care or treatment were not being carried out. The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular: monitoring of the prescribing of higher risk medicines was not always completed safely, risk assessments were not comprehensive, staff immunisations were not all up to date, the practice recruitment procedure was not effective. This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.