

# The Park Medical Centre

## Inspection report

434 Altrincham Road  
Baguley, Wythenshaw  
Manchester  
M23 9AB  
Tel: 01619985538

Date of inspection visit: 3 March 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?		Requires Improvement	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at The Park Medical Centre on 28 February & 3 March 2022. Overall, the practice is rated as Good.

Safe - Good

Effective – Requires Improvement

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 30 June 2021, the practice was rated inadequate overall and in the safe, effective and well-led key questions; the practice was rated good in the caring and responsive key questions.

The full reports for previous inspections can be found by selecting the “all reports” link for The Park Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection;**

The practice had been previously placed in special measures on 30 June 2021, the practice was subsequently inspected on 25 November 2021 to ensure that warning notices issued in relation to regulation 12 (safe care and treatment) and 17 (good governance) at the previous inspection had been complied with. In November 2021 we found improvements had been made, however further improvements were still needed. We were provided with action plans detailing how they were going to make the required improvements throughout this process. This inspection was to check the improvements made to date and to update the practice’s rating.

## **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 staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## **Our findings;**

# Overall summary

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 in all key questions except the Effective key question, which was rated Requires Improvement.**

We found that:

- The practice was rated good for providing safe services because, they had made significant improvements to safety systems and had embedded them to the point where they had a positive effect on outcomes for patients. Records we viewed illustrated safe working and clinical practice.
- The practice was rated requires improvement for providing effective services because, although they were able to demonstrate progress had been made from the previous inspections, they were as yet unable to demonstrate that cervical screening and childhood immunisation were in line with targets. They had developed plans and had taken action to address areas of quality assurance and clinical performance, whilst acknowledging the need to continue improvements in childhood immunisations and cervical screening uptake.
- The practice was rated good for providing caring services because we found that patient satisfaction was generally high, and the practice had continued to offer a caring service throughout the pandemic.
- The practice was rated good for providing responsive services because they had been proactive in trying to address lower patient satisfaction in relation to telephone access and had taken actions to address this including installing a new telephone system.
- The practice was rated good for providing well-led service because we found that the practice had continued to build on improvements in all areas and had established systems and processes that had been embedded.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic and continued to take sensible precautions in relation to patients accessing the practice building safely.

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

- Reduce prescribing in areas of antibiotics, hypnotics, pain relief and psychotropic medicines.
- Establish formal supervision processes for long term locum staff and visiting allied professionals.
- Take further action to increase uptake of childhood immunisations and cervical screening in line with local and national targets.

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

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

**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 spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to The Park Medical Centre

The Park Medical Centre is located at;

434 Altrincham Road, Wythenshawe Manchester, M23 9AB

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 and surgical procedures which are delivered from a purpose-built surgery building.

The practice is situated within the Manchester Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 5345 patients. This is part of a contract held with NHS England. Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of ten). 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, 84.4% White, 6% Asian, 4% Black, 4.2% Mixed, and 1.4% Other. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of three GP partners who provide all GP services at the practice. The practice is recruiting a new nurse and healthcare assistant (HCA) who lead and facilitate clinics for long-term conditions and health checks respectively. The practice have plans to introduce a new GP partner.

The GPs are supported at the practice by a practice manager, a business manager and a team of reception and administration staff.

Opening times are from 8am until 6.30pm and appointments are provided within these times, the practice offers their patients extended access to telephone consultations on a Monday until 7.30pm and on a Tuesday until 8pm.

The practice is part of a wider network of GP practices called a Primary Care Network (PCN); Brooklands and Northenden PCN. The practice is also part of the South Manchester GP Federation (SMGPF).

Extended access is provided locally by SMGPF, who provide late evening and weekend appointments at local hub sites. Out of hours services are provided by NHS 111 and Go To Doc.