

Deane Medical Centre

Inspection report

155-157 Deane Road
Bolton
BL3 5AH
Tel: 01204525526
www.deanemedicalcentre.co.uk

Date of inspection visit: 12 October 2023
Date of publication: N/A (DRAFT)

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 to people's needs? | Good |  |
| Are services well-led? | Good |  |

Overall summary

We carried out an announced comprehensive inspection at Deane Medical Practice on 10 October 2023. Overall, the practice is rated good.

Safe - good

Effective – good

Caring - good

Responsive - good

Well-led - good

The practice was rated good at the last inspection in 2016.

The full reports for previous inspections can be found by selecting the 'all reports' link for Mather Avenue Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection because of aged ratings and to follow up on concerning information received.

We inspected the key questions of safe, effective, caring, responsive and well-led.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records 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
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

Overall summary

- 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.
- Patients could access care and treatment in a timely way. However, the patient survey results had been on a continual downward trend despite efforts by the practice to evaluate this and make improvements.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Check that all staff immunisations are up to date or a risk assessment is undertaken.
- Continue to improve uptake for cervical screening and immunisations.
- Continue to evaluate, monitor and improve GP patient survey responses.

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 inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities, reviewed staff questionnaires, 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 Deane Medical Centre

Deane Medical Surgery is located in Bolton at:

Deane Medical Centre

155/157 Deane Road

Bolton

BL3 5AH

Telephone 01204 525556

And a branch site at

279 St Helens Road

Bolton

BL3 3QB

Telephone 01204 622 33

<https://www.deanemedicalcentre.co.uk>

- 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 the NHS Greater Manchester Integrated Care System and delivers General Medical Services (GMS) to a patient population of about 3,900. This is part of a contract held with NHS England.

The practice is part of Bolton Primary Care Network (PCN) which is a collaboration of 13 GP Practices geographically aligned and working together to improve patient care.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 out 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 38% Asian, 54% White, 4% Black, 4% Other.

There is a team of 2 GP partners supported by long term locum GPs, 2 part time nurses and a health care assistant. The clinical staff are supported at the practice by a team of reception/administration staff, medical secretaries, and a practice manager.

The practice is open 8am to 8pm Monday and 8am to 6.30pm Tuesday to Friday at Deane Medical Centre with reduced hours at the branch location. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.