

Dr Ugo Umeadi

Inspection report

131 Cleggs Lane
Little Hulton
Manchester
Lancashire
M38 9RS
Tel: 01617994001
www.cleggslanepractice.nhs.uk

Date of inspection visit: 15/10/2019
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?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focused inspection at Dr Ugo Umeadi (also known as Cleggs Lane Medical Practice). The announced inspection was following our annual regulatory review with the practice which had identified changes in the practice which triggered this inspection. We inspected the domain areas of effective and well led and utilised information from our previous inspection findings for the domain areas of safe, caring and responsive. 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:

- 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 person-centre care.

We rated the practice as good for providing effective services because:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs.

We rated the practice as good for providing a well led service because:

- There was a clear leadership structure and staff felt supported by management. The practice had a number of policies and procedures to govern activity and held regular governance meetings.
- 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 person-centre care.
- The practice proactively sought feedback from staff and patients, which it acted on.

The areas where the provider **should** make improvements are:

- The practice should have a structured audit plan in place.
- The practice should continue to improve on their childhood vaccination uptake.

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

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 adviser.

Background to Dr Ugo Umeadi

Dr Ugo Umeadi, also known as Cleggs Lane Medical Practice, is located in Salford. The address of the practice is

131 Cleggs Lane, Manchester, Salford, M38 9RS.

The practice is a single-handed GP practice (the senior GP is male). There is also an advanced nurse practitioner (female) a practice nurse (female) two system administrators, and a team of reception staff. The practice also has two trained advanced nurse practitioners.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 1pm every

morning and 3pm to 6.30pm daily. In addition to pre-bookable appointments that can be booked up to six weeks in advance, urgent appointments are also available for people that needed them.

Outside of opening hours, patients are directed to the 111 out of hours service.

The practice has approximately 3,389 patients and operates under a general services (GMS) contract. The practice has an above average number of children and infants compared to the CCG average.

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