

# Mocha Parade Medical Practice

## Inspection report

The Surgery  
4-5 Mocha Parade  
Salford  
Greater Manchester  
M7 1QE  
Tel: 0161 839 2721  
www.mochaparademicalpractice.co.uk

Date of inspection visit: 15/03/2019  
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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 Mocha Parade Medical Practice on 15 March 2019 to follow up on concerns from the previous inspection on 23 August 2018 where the practice was rated as requires improvement overall.

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 but we rated the practice as requires improvement for providing safe service.**

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

- Systems and processes were not always established and operated effectively to ensure compliance with requirements to demonstrate good governance.
- Actions from the fire risk assessment had not been completed.
- Training records were not always kept by the practice.

We rated the practice as **good** for all other key questions and population groups because:

- 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 areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

**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

<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 lead inspector. The team included a GP specialist advisor, and a practice nurse specialist advisor.

## Background to Mocha Parade Medical Practice

Mocha Parade Medical Practice provides primary medical services at The Surgery, 4-5 Mocha Parade, Salford, M7 1QE.

The practice is registered for the following regulated activities: Diagnostic and Screening, Maternity and Midwifery, and Treatment of Disease, Disorder or Injury.

The practice is a single-handed GP provider (male) who is supported by a practice nurse (female). The clinical staff are supported by an administration team made up of a practice manager and reception staff.

Mocha Parade Medical Practice provides care to over 2000 patients. The age population consists mostly of working age people.

The practice's level of deprivation is rated one out of 10 on the Indices of Multiple Deprivation (IMD) decile (the lower the IMD, the more deprived an area is).

The practice is open from 8am to 6.30pm Monday to Friday with extended opening on a Tuesday until 8pm. Outside of normal opening hours, patients would be diverted to the NHS 111 service.

The website of the practice is [www.mochaparademedicalpractice.co.uk](http://www.mochaparademedicalpractice.co.uk)

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 Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment <ul style="list-style-type: none"><li>• Systems and processes were not always established and operated effectively to ensure compliance with requirements to demonstrate good governance.</li><li>• Actions from the fire risk assessment had not been completed.</li><li>• Training records were not always kept by the practice.</li></ul>