

Monitoring Summary Record

Dr Robert Mathewson

1-657381936

Location / Core Service address

Dr Robert Mathewson
The Village Green
High Lane
Stockport
SK6 8DR

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 02/12/2020.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our transitional regulatory approach and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

You can [read about our transitional regulatory approach.](#)

This summary record outlines what we found as a result of our monitoring activity:

High Lane Medical Centre
Date of TMA call: 2/12/2020

Present: Andrew Moss (CQC Inspector), Paula Davies (Practice Manager)

The CQC will continue to monitor this location / service and no further regulatory activity will be initiated at this time.

You shared the following information with us:

You have updated the manner of booking appointments due to the pandemic while properly assessing and managing risks to people's safety and wellbeing, patients are triaged, and most consultations are by phone or video.

Your infection control practice and procedures meet current guidelines and requirements. You have considered all aspects of infection control including creating sterile areas, conducting additional cleaning and increasing times between appointments to allow for this.

You recognised the importance of continuing with screening and immunisations throughout the pandemic.

You have communicated well with vulnerable patients, establishing and maintaining contact with them. Their social and health needs have been assessed and managed effectively. GPs and nurses are carrying out home visits as necessary.

You have continued to meet patients' needs throughout the pandemic; you have maintained usual services wherever possible. Patient opportunities to communicate with the practice have been enabled.

You have worked hard to ensure you continue to provide an accessible and flexible service.

You have engaged with the local community and other strategic partners throughout the pandemic and told us about local businesses donating PPE for your use.

You supported staff wellbeing and safety, ensuring staff working situations were in accordance with best practice guidelines. You provided suitable equipment to facilitate remote working where appropriate.