

Old Swan Health Centre Group Practice

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 30 June 2016. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to:

- Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Old Swan Health Centre Group Practice on our website at www.cqc.org.uk

The practice is now rated as good for providing safe services and good overall.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection. Disclosure and Barring Service (DBS) checks had been completed for all staff.
- In addition, the practice had purchased a defibrillator; put monitoring systems in place for uncollected prescriptions, the use of prescription pads, expiry dates for the contents of the first aid kit; and now had information available for carers and easy read/large print information for patients.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services. The practice had addressed the issues identified during the previous inspection. Disclosure and Barring Service (DBS) checks had been completed for all staff.

Good



Old Swan Health Centre Group Practice

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Lead Inspector.

Background to Old Swan Health Centre Group Practice

Old Swan Health Centre Group Practice is based in Liverpool. There were 9859 patients on the practice register at the time of our inspection.

The practice is a training practice managed by five GP partners. There is one salaried GP, a registrar and trainee (F2) GP. There are three practice nurses and a health care assistant. Members of clinical staff are supported by a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday and operates an open access system every morning. The practice offers extended hours appointments on a Monday until 8pm. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service, provided by Urgent Care 24 by calling 111.

The practice has a General Medical Services (GMS) contract and has enhanced services contracts which include childhood vaccinations.

Why we carried out this inspection

We undertook an announced focused inspection of Old Swan Health Centre Group Practice on 20 December 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 30 June 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting a legal requirement.

How we carried out this inspection

The inspector :-

- Reviewed information sent to us by the provider.

Are services safe?

Our findings

At our previous inspection on 30 June 2016, we identified some concerns with regard to recruitment checks.

We found there were no risk assessments in place for any non-clinical staff as to why a DBS check had not been carried out and there were no DBS checks in place for any non-clinical staff acting as chaperones. These checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

We were sent evidence to demonstrate that all staff including those with with chaperone duties had received a DBS check.

In addition, the practice had purchased a defibrillator; put monitoring systems in place for uncollected prescriptions, the use of prescription pads, expiry dates for the contents of the first aid kit; and now had information available for carers and easy read/large print information for patients.