

Lance Lane Medical Centre

Inspection report

19 Lance Lane
Liverpool
L15 6TS
Tel: 01514756984
www.lancelanemedicalcentre.nhs.uk

Date of inspection visit: 12 July 2023
Date of publication: 28/07/2023

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 focused inspection at Lance Lane Medical Centre on 12 July 2023. Overall, the practice is rated as good.

Safe - good

Effective - not inspected, rating of good carried forward from previous inspection.

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive - not inspected, rating of good carried forward from previous inspection.

Well-led - not inspected, rating of good carried forward from previous inspection.

Following our previous inspection on 24 May 2022, the practice was rated good overall and for all key questions but requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Lance Lane Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection to follow up on:

- A breach of regulation from a previous inspection on 24 May 2022.
- The areas identified where the provider should make improvements from the inspection on 24 May 2022.

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:

- Identifying documents required to demonstrate compliance prior to our visit.
- A short site visit to review documents and speak with key staff.

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 have rated this practice as Good overall.

We found that:

Overall summary

- Action had been taken to address the breach of regulation. The required information to demonstrate staff were safely recruited was in place.

The provider had also made improvements to the service as recommended in the 'shoulds' from the last inspection report.

- Action had been taken to improve staffing levels.
- An infection prevention and control lead had been appointed.
- There was a documented system for the monitoring of consultations, referrals and prescribing of clinicians.
- Medication audits to identify patients who required health monitoring were continuing.
- The management of prescriptions had been reviewed.
- The practice was continuing to monitor childhood immunisation and cervical screening uptake. The provider had a recorded plan in place to increase uptake. This included dedicated clinics, alerts on patient records, opportunistic treatment, telephoning patients, providing an information evening and a dedicated member of staff to monitor uptake. In addition, the provider had considered multi-cultural factors affecting uptake and was working to address this. They were working with other practices to share ideas on improving uptake of childhood immunisation and cervical screening.
- Further opportunities for clinicians to be involved in clinical information sharing and to take part in discussions around significant events had been introduced.
- The provider was seeking patient feedback regarding access to appointments and using this information to inform the operation of the service.

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

- Continue to monitor childhood immunisation and cervical screening uptake.

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 visited the practice, spoke to key staff and reviewed records.

Background to Lance Lane Medical Centre

Lance Lane Medical Centre is located in Liverpool at:

19 Lance Lane

Wavertree

Liverpool

L15 6TS

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the Merseyside and Cheshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 6,430. This is part of a contract held with NHS England.

The practice is part of a primary care network (PCN) of GP practices called the Childwall and Wavertree Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (four 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 90.2% white, 3.7% Asian, 3.4%% Mixed, 1.6% Black and 1.6%% Other.

The age distribution of the practice population closely mirrors the local and national averages.

The practice has a team of four GPs, one advanced nurse practitioner, two practice nurses and one health care assistant. Additional staff employed by the PCN also support the service, such as pharmacists and pharmacy technicians. The clinical team are supported at the practice by a team of reception/administration staff. Dr Sreeguru, the practice manager and office manager provide managerial oversight.

The practice is open between 8.30am to 6pm Monday to Friday. 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 PCN, where late evening and weekend appointments are available. Out of hours services are provided by PC24.