

# Benim Medical Centre

## Inspection report

2 Penvally Crescent  
Liverpool  
L6 3BY  
Tel: 01512636588

Date of inspection visit: 14, 15 and 20 June 2022  
Date of publication: 23/08/2022

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 inspection at Benim Medical Centre on 14, 15 and 20 June 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing the findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A practice site visit

## 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:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Recruitment checks were carried out in accordance with regulations (including for agency staff and locums).

# Overall summary

- Arrangements for identifying, recording and managing risks were in place.
- Patients received effective care and treatment that met their needs.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- Staff treated patients with kindness, respect and compassion.
- The practice understood the needs of its local population and had developed services in response to those needs.
- The way the practice was led, and management promoted the delivery of high-quality, person-centre care. We found that leaders were compassionate, inclusive and effective and staff we spoke with told us they were visible, approachable and supportive.

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

- Continue to monitor the uptake of the practice cervical screening programme and children's vaccination uptake.
- Ensure the Asthma management protocol is embedded.
- The provider should monitor prescribed Nitrofurantoin for uncomplicated urinary tract infections, in line with current guidelines.
- Review the records of 'do not attempt cardiopulmonary resuscitation' (DNACPR) conversations and decisions agreed with patients to ensure they are comprehensive and up to date.
- Ensure all parts of the significant event reporting form is completed.
- The provider should continue to monitor the annual health checks available for patients with learning disabilities and when needed make reasonable adjustments to patients who are hard to reach.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor and CQC inspectors who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Benim Medical Centre

Benim Medical Centre is in Liverpool city centre at:

2 Penvally Crescent,

Liverpool,

Merseyside,

L6 3BY

This service was registered with CQC in July 2019. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

Benim Medical Centre, Penvally Crescent, Liverpool is situated in a purpose-built medical centre shared with another practice in a deprived area of Liverpool. The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and delivers a General Medical Services (GMS) contract to a patient population of 4784 patients. The practice has a higher number than average number of unemployed patients and higher than average number with a long-standing health condition.

There is a team of one GP working alongside a number of salaried GPs at the time of inspection. The practice has a team of advanced nurse practitioners, practice nurse, healthcare assistants and they are all supported by a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally by Primary Care 24 (Merseyside) Limited where late evening and weekend appointments are available. Out of hours services are provided by Primary Care 24 (Merseyside) Limited also.