

Sandringham Medical Centre

Inspection 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 location

Good



Are services safe?

Good



Overall summary

We carried out a comprehensive inspection of Sandringham Medical Centre on 8 March 2019. We rated the practice Good overall but Requires Improvement for providing safe services because there was a breach of regulations. The breach was:

Regulation 19: Fit and proper persons employed. Recruitment files for locum GPs did not contain the necessary up to date information required in schedule 3 of the regulation. In addition, there were no identification checks carried out by the practice when new GPs started work at the practice.

We also recommended that the practice should:

- Update the locum induction information to include where emergency equipment and medicines are kept.
- Increase the number of carers identified by the practice to help support them.
- Update the practice website.
- Ensure there is a separate area away from the reception desk for staff to answer telephone calls, so that reception staff can concentrate on meeting the needs of patients at the reception desk.

- Continue to evaluate the appointment and telephone system to ensure changes introduced meet patients' needs.
- Ensure all nursing staff receive level three safeguarding training.

At this desk based follow up inspection 2 March 2020, we found that the provider had satisfactorily addressed these areas and therefore the practice is now rated as good for providing safe services.

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

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.

Background to Sandringham Medical Centre

Sandringham Medical Centre is situated in a deprived area of Liverpool. There were 7,071 patients on the practice register at the time of our inspection.

Sandringham Medical Centre is registered with the Care Quality Commission to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is part of NHS Liverpool Clinical Commissioning Group (CCG) and has a General Medical Services (GMS) contract. The practice is part of a local Primary Care Network (PCN) called the Picton Network.

The practice is managed by two GP partners and regular locum GPs. There are two part-time advanced nurse

practitioners, a senior practice nurse, an assistant practitioner, a part time mental health nurse and part time child immunisations nurse. The practice has a part-time pharmacist and pharmacy technician. Members of clinical staff are supported by an administration team shared with other practices and a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service, by calling NHS 111.