

Moore Street Medical Centre

Inspection report

77 Moore Street
Bootle
Merseyside
L20 4SE
Tel: 0151 944 1066
Website: www.moorestreetsurgery.nhs.uk

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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Moore Street Medical Centre on 21 March 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

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

- Continue to review the protocol for the GP assistant role and ensure there is regular monitoring and auditing of this role.
- Review the system for monitoring two week wait referrals.
- Increase the number of carers identified to ensure these patients are offered appropriate advice and support.
- Monitor the effectiveness of the new appointments system.
- Review how complaints responses are provided to ensure patients are provided with all required information.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Details of our findings and the evidence supporting our ratings are set out in the evidence table

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Moore Street Medical Centre

Moore Street Medical Centre is located in Bootle, Merseyside.

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.

Moore Street Medical Centre is situated within South Sefton Clinical Commissioning Group (CCG) and provides services to approximately 6,520 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two GPs. The practice also employs two salaried GPs. The GP team consisted of one male and three female GPs. The practice employed two nurses, a GP assistant, health care assistants, a phlebotomist, a reception and administrative team and a practice manager.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy for the patient population is lower than national averages.