

Parkfield Medical Centre - JG Oates

Inspection report

Parkfield Medical Centre
Sefton Road, New Ferry
Wirral
Merseyside
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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? | Requires improvement  |
| Are services effective? | Good  |
| Are services caring? | Good  |
| Are services responsive? | Good  |
| Are services well-led? | Good  |

Overall summary

We carried out an announced focused inspection at Parkfield Medical Centre on 4 December 2019 as part of our inspection programme.

Following our Annual Regulatory Review of the information available to us, including information provided by the practice, we planned to focus our inspection on the following key questions: Effective and Well-led. During the inspection we included the safe key question as a result of our findings on the day.

From the Annual Regulatory Review we carried forward the ratings from the last comprehensive inspection for the following key questions: Caring and Responsive.

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 requires improvement for providing safe services and good overall and for all population groups except for people whose circumstances make them vulnerable as we rated this as requires improvement.

We rated the practice **as requires improvement** for providing safe services because:

- The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment.

We rated the practice as **good** for providing effective and well-led services because:

- Patients received effective care and treatment that met their needs.
- Overall governance arrangements were effective.

The areas where the provider **must** make improvements:

- The provider must take action to mitigate risks to the health and safety of people using the service.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements:

- Ensure all staff have access to appropriately and accurately detailed policies and procedures.
- Review the system in place for managing safety alerts to ensure this is robust and demonstrates the actions taken.
- Review the prescribing of medicines for people who have a learning disability in line with guidance.
- Ensure appropriate checks are carried out on emergency medicines.
- Review the risk assessments for fire safety and health and safety.
- Review the written consent form to ensure it is sufficiently detailed.
- Use a second thermometer that is independent to the integral thermometer in the vaccine fridge.
- Review the arrangements for reporting of incidents and significant events.

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

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 | Requires improvement |  |
| 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 Parkfield Medical Centre - JG Oates

Parkfield Medical Centre Surgery is located in New Ferry, Wirral, Merseyside.

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

Parkfield Medical Centre is situated within Wirral Clinical Commissioning Group (CCG) and provides services to approximately 6,000 patients under the terms of a Personal Medical Services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three GPs (two male, one female). The team includes an additional three salaried

GPs (female). The team also includes two practice nurses, one health care assistant, a phlebotomist, a practice manager, operations manager and a team of reception and administration staff. The practice is part of a wider network of GP practices.

There are average numbers of patients over 65 years of age. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76.8 years compared to the national average of 79.2 years. Female life expectancy is 80.7 years compared to the national average of 83.2 years.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

| Regulated activity | Regulation |
|--|--|
| Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | <p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider must take action to mitigate risks to the health and safety of people using the service. In particular this must include;</p> <p>Carrying out all required checks as part of the recruitment of new staff.</p> <p>Carrying out fire safety drills at appropriate intervals.</p> <p>Meet the required standards for the collection of hazardous waste.</p> <p>This is a breach of Regulation 12 (2) HSCA (RA) Regulations 2014 Safe care and treatment.</p> |