

Sandringham Medical Centre

Inspection report

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Aigburth
Liverpool
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Sandringham Medical Centre on 24 January 2024. We did not award a rating as we did not inspect the whole of the domains.

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

Why we carried out this inspection

We carried out this inspection following information of concern received by the Care Quality Commission. We looked at specific information in the following key question:

- Safe – inspected but not rated.

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:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

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 found that:

- The practice had provided care in a way that kept patients safe and protected them from avoidable harm.
- Incidents were investigated and learning identified to improve patient care.

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

- Continue to improve the incident reporting and investigation process to make improvements to the service provision.

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 spoke with staff using video conferencing facilities. The team included a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Sandringham Medical Centre

Sandringham Medical Centre is located in Liverpool at:

1A Aigburth Road

Aigburth

Liverpool

Merseyside

L17 4JP

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.

The practice is situated within the Cheshire and Merseyside Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 5840. This is part of a contract held with NHS England.

The practice is part of Liverpool First Primary Care Network, a wider network of GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two 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 5.3% Asian, 80.2% White, 4.3% Black, 5.5% Mixed, and 4.7% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more working age patients registered at the practice.

The service is led by an individual GP who is supported by salaried/locum GPs, advanced nurse practitioners, clinical pharmacist, mental health practitioners, practice nurse, administration and reception staff. A practice manager has managerial oversight of the practice.

The practice is open between 8am to 6.30pm Monday to Friday. The practice provides a triage telephone appointment system.

Out of hours services are provided by Primary Care 24.