

Gladstone Medical Centre - M Salahuddin

Inspection report

Gladstone Medical Centre
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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 an announced comprehensive inspection of Gladstone Medical Centre on 6 November 2018 as part of our inspection programme. The overall rating for the practice was good, however the practice was rated as requires improvement for providing safe services. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Gladstone Medical Centre on our website at .

This inspection was carried out as a desk based focussed inspection on 3 September 2019 to confirm that the practice had carried out their plans to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 6 November 2018. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice is now rated as Good.

Our key findings were as follows:

- The practice had reviewed safeguarding policies, procedures and practices and had implemented up to date coding practices for vulnerable adults and children. There were now systems in place to ensure patients were safeguarded from abuse.
- The provider now had adequate systems for control and prevention of infection in place.
- The provider had reviewed infection, prevention and control policies and procedures. Renovations had been undertaken in order to ensure clinical and non-clinical areas were suitable and enabled good cleaning and hygiene practices. Monthly audits and daily checks were completed to demonstrate cleaning compliance.

- The practice had put systems in place to mitigate risks to patients including:

Staff completing sepsis training and stocked emergency medicines were in line with guidance.

- Paper medical record and prescription pads were now handled and stored safely and securely.
- The provider now had adequate systems in place for safe management and review of prescribed medicines.
- Regular reviews of patients on high risk medicines requiring monitoring were now taking place and audited.

The provider had also taken action and addressed the recommendations following the last inspection.

They had:

- Completed the remedial electrical safety work.
- Reviewed the system for maintaining an audit trail for printer prescription pads.
- Reviewed and implemented a suitable system for implementation of National Institute for Health and Care Excellence guidelines.
- Reviewed the system for responding to complaints by patients and other persons to ensure all communication is documented and complaints are responded to in a timely manner.

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Gladstone Medical Centre - M Salahuddin

Gladstone Medical Centre - M Salahuddin is registered with the Care Quality Commission to provide primary medical services. Gladstone Medical Centre - M Salahuddin holds a General Medical Services (GMS) contract with NHS England. The practice team consists of four GPs (two male and two female), a practice nurse, a healthcare assistant, a phlebotomist, a management team, reception and administration staff.

The total practice list size is 4,250. The practice is part of Wirral Clinical Commissioning Group (CCG) and has a pharmacy located nearby. It is a training practice that supports medical students and trainee GPs.

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.

It is registered to provide the following regulated activities:

Diagnostic and screening procedures

Family Planning

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury