

Edge Hill Health @ Mossley Hill Surgery

Inspection report

73 Queens Drive,
Mossley Hill,
Liverpool,
Merseyside,
L18 2DU.

<www.xxxxxxxxxxxxxxxxx>

Date of inspection visit: 14 August 2019

Date of publication: 30/09/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Edge Hill Health @ Mossley Hill Surgery on 14 August 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 requires improvement overall and good for all population groups.

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

- Systems for identifying vulnerable children and those at risk of significant harm on record required improvements.
- Structured medicines reviews for patients on repeat prescriptions were not taking place.

We rated the practice as **requiring improvements** for providing effective services because:

- Personalised care and support plans for patients with long term and complex conditions, were not in place.
- There were gaps in the records kept showing staff training and competence. There was no information available to show the skills, knowledge, continuing professional development and experience of GPs working at the practice.

We rated the practice as **good** for providing caring and responsive services because:

- 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.

We rated the practice as **requires improvement** for providing well-led services because:

- There were responsibilities, roles and systems of accountability to support governance structures and to manage risk. However, improvements to these arrangements were needed.
- The practice did not have a comprehensive programme of quality improvement.

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

- Ensure patients are protected from abuse and improper treatment.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.
- Ensure care and treatment is provided in a safe way to patients.
- Establish effective processes to ensure good governance in accordance with the fundamental standards of care.

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

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

- Develop an action plan showing the full detail of when risks and actions identified for the practice risk assessment have been actioned.
- Formalise personalised care and support plans for patients with long term and complex conditions, addressing the holistic needs of an individual patient, including physical and mental health and care needs.

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

Our inspection team

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

Background to Edge Hill Health @ Mossley Hill Surgery

Edge Hill Health @ Mossley Hill Surgery at 73 Queens Drive, Mossley Hill, Liverpool, L18 2DU. The surgery has good transport links and there is a pharmacy located nearby.

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.

Edge Hill Health @ Mossley Hill Surgery is situated within the Liverpool Clinical Commissioning Group (CCG) and provides services to 1519 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 practice is part of the provider Edge Hill Health which has two locations registered with CQC. This practice was

registered with CQC in April 2018 and this was the practice's first CQC inspection. The practice has a number of GP partners working across both locations, they employ regular locum GPs, a practice nurse, and several administration staff.

The practice sits in the Mossley Hill neighbourhood in the city of Liverpool. The profile of the neighbourhood shows that life expectancy in this neighbourhood is the highest in the city and this has improved since the last reporting period (82.5 years). The National General Practice Profile states that 8.5% of the practice population is from a BME background with 91.5 patients being white British. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

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 Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met: <ul style="list-style-type: none">Structured medicines reviews for patients on repeat prescriptions were not taking place.
Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment How the regulation was not being met: <ul style="list-style-type: none">There was no evidence to show that children at risk of significant harm were identified and known by the practice. Meetings with health visitors and communications with school nurses and community midwives were not taking place to support children at risk of harm.
Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing How the regulation was not being met: <ul style="list-style-type: none">Records relating to all people working at the practice and providing the regulated activities were not kept for all staff groups. There was no information available to show the skills, knowledge, continuing professional development and experience of GPs working at the practice.
Regulated activity	Regulation

This section is primarily information for the provider

Requirement notices

Diagnostic and screening procedures

Maternity and midwifery services

Treatment of disease, disorder or injury

Regulation 17 HSCA (RA) Regulations 2014 Good governance

How the regulation was not being met:

- The practice did not have a comprehensive programme of quality improvement.
- Weekly practice and clinical meetings were taking place however, mostly these meetings took place at another practice belonging to the provider and often the practice nurse was not able to attend.