

Picton Green Family Practice

Inspection report

Picton Neighbourhood Health & Children's 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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced focussed inspection at Picton Green Family Practice on 11 December 2019 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. 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
- Well Led

From the Annual Regulatory Review we carried forward the ratings from the last comprehensive inspection for the following key questions: Safe, 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 received 23 CQC feedback cards given to patients before and during the inspection. Comments made by patients were positive about the services provided and the practice staff.

We have rated this practice as good overall. We have rated all population groups as good aside from long-term conditions which was rated requires improvement because of poor uptake of health reviews.

We found that:

- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff told us they felt well supported and had access to training to support them in their roles.

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

- There was no clear documented system to monitor and review improving patient outcomes.

The area where the provider must make improvements:

- Establish effective systems and 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:

- Systems and processes for managing complaints should contain comprehensive information.
- The whistleblowing policy should be updated to contain all of the information required to support staff to raise concerns about the service.

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	Requires improvement 
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 and a second CQC inspector.

Background to Picton Green Family Practice

Picton Green Family Practice is located in the Picton neighbourhood area of Liverpool. 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.

Picton Green Family Practice is contracted to provide services by Liverpool Clinical Commissioning Group (CCG) and provides services to 3,549 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 has two partners which were the lead GP and practice manager.

The practice employed two regular male and female locum GPs in addition to their own advanced nurse practitioner (ANP) and several administration staff. The practice is part of a Primary Care Network (PCN).

There are higher than average number of patients under the age of 18 and fewer patients aged over 65 than the national average. The National General Practice Profile states that 65.9% of the practice population is from a White background. Less than half of the patient population speak English as a first language. 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. The profile of the practice population showed the proportion of those living with a long-standing health condition is 60.9% compared with 54.4% across the CCG and 51.2% nationally. The proportion of patients whose working status is unemployed is higher than average at 7.9% compared with 6.8% across the CCG and 4.4% nationally.

The practice is open Monday to Friday 8am– 6:30pm with extended hours on a Tuesday evening until 8pm. When the practice is closed patients can access the out of hours provider for Liverpool Primary Care 24 (PC24).

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance There was no clear documented system in place for continued work on improving patient outcomes.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	