

Sandringham Medical Centre

Inspection report

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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 comprehensive inspection at Sandringham Medical Centre on 8 March 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 good overall, requires improvement for providing safe services and good for all population groups.

The practice is rated as requires improvement for providing safe services because:

Although there were some systems to ensure the safe care and treatment of patients, recruitment systems for GP locums required improvement. We found that not all the necessary up to date recruitment documentation required such as, revalidation information, indemnity certificates and identification was available. We also found that identification checks for locum GPs starting work at the practice were not always taking place.

The practice is rated as good for providing effective, caring, responsive and well led services because:

- Patients received effective care and treatment that met their needs.
- 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. We were informed that the practice had identified that patients were not satisfied with the appointment system and a new triage system had recently been introduced with further plans to improve the telephone system.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider must:

- Ensure specified information is available regarding each person employed.

The provider **should**:

- Ensure all nursing staff receive level three safeguarding training.
- Update the locum induction information to include where emergency equipment and medicines are kept.
- Increase the number of carers identified by the practice to help support them.
- Update the practice website.
- Ensure there is a separate area away from the reception desk for staff to answer telephone calls, so that reception staff can concentrate on meeting the needs of patients at the reception desk.
- Continue to evaluate the appointment and telephone system to ensure changes introduced meet patients' needs.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

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	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.

Background to Sandringham Medical Centre

Sandringham Medical Centre is situated in a deprived area of Liverpool. There were 7,393 patients on the practice register at the time of our inspection.

Sandringham Medical Centre is registered with the Care Quality Commission to carry out the following regulated activities: Diagnostic and screening procedures, Family planning, Maternity and midwifery services and Treatment of disease, disorder or injury.

The practice is part of NHS Liverpool Clinical Commissioning Group (CCG) and has General Medical Services (GMS) contract.

The practice is managed by two GP partners and regular locum GPs. There are two part-time advanced nurse practitioners, a senior practice nurse, an assistant practitioner, a part time mental health nurse and part time child immunisations nurse. The practice has a part-time pharmacist and pharmacy technician. Members of clinical staff are supported by an administration team shared with other practices and a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service, by calling NHS 111.

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 Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed How the regulation was not being met: Recruitment files for locum GPs did not contain the necessary up to date information required in schedule 3 of the regulation. This included no identification in two records, one record with out of date revalidation information and indemnity certificate.In addition, there were no identification checks carried out by the practice when new GPs started work at the practice.