

# Eccleston Medical Centre

## Inspection report

4 Millfields Court  
Eccleston  
St. Helens  
WA10 5RG  
Tel: 01744454454

Date of inspection visit: 26 July 2022, 27 July 2022,  
28 July 2022, 29 July 2022  
Date of publication: 30/08/2022

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 to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at Ecclestone Medical Centre on 26, 27, 28 and 29 July 2022. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - requires improvement

Effective - good

Caring - good

Responsive - good

Well-led - good

## Why we carried out this inspection

This inspection was a comprehensive inspection covering all key questions. The practice was registered with the Commission on 29 November 2019.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Speaking to patients during the site visit

## 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.

# Overall summary

We have rated this practice as good overall.

We rated the practice requires improvement for providing safe services. This is because:

- Not every patient prescribed a medicine that required monitoring had a review undertaken within the last 12 months.
- Some patients who were prescribed repeat medicines had not had a review undertaken within the last twelve months.
- Medicines were being prescribed to some patients with long term conditions in the absence of a medication review.

We rated the practice good for providing effective, caring, responsive and well-led services. We found that:

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- There was a clear leadership structure and staff felt supported by management.

We saw the following outstanding practice:

- A proactive approach was taken to support the practice team to make reasonable adjustments to their roles when required. This included making adaptations to staff work stations and patterns to meet their needs.

We found the following breach of regulations. The provider **must**:

- Ensure the care and treatment is provided in a safe way to patients.

The provider **should**:

- Continue to work to improve the uptake of screening and immunisation.
- Ensure all staff undertake equality & diversity training.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Eccleston Medical Centre

Eccleston Medical Centre is located in St Helens at:

4 Millfields Court

Eccleston

St Helens

Merseyside

WA10 5RG

We visited Eccleston Medical Centre as part of the inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is situated within the NHS Cheshire and Merseyside Integrated Care System (ICS) and delivers Personal Medical Services (**PMS**) to a patient population of about 5249. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (seven of ten). 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 98.5 % White, 0.7% Asian, 0.5% Mixed and 0.1% Black.

There are a higher number of young people registered at the practice compared to the national average and a lower number of older and working age people.

There is a team of four GP partners who work at the practice. They are supported by two salaried GPs. The practice has a team of three nurses who provide nurse led clinics for long-term conditions and they are supported by a trainee nurse associate. The team are supported at the practice by a team of reception/administration staff. The practice manager is based at the practice to provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access appointments are provided locally by St Helens Rota. Out of hours patients are directed to 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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• Not every patient prescribed a medicine that required monitoring had a review undertaken within the last 12 months.</li><li>• Some patients who were prescribed repeat medicines had not had a review undertaken within the last twelve months.</li><li>• Medicines were being prescribed to some patients with long term conditions in the absence of a medication review.</li></ul> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>