

Longview Medical Centre

Quality Report

Longview Drive Primary Care,
Liverpool,
Knowsley,
L36 6EB

Tel: : 0151 489 2833

Website: www.longviewmedicalcentre.co.uk

Date of inspection visit: 16 February 2017

Date of publication: 08/03/2017

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

Are services safe?

Good



Summary of findings

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Overall summary

We carried out an announced comprehensive inspection at Longview Medical Centre on the 19th January 2016. The overall rating for the practice was good and Safe required improvement. The full comprehensive report on the inspection can be found by selecting the 'all reports' link for Longview Medical Centre on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 16 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 19th January 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 'Safe care and Treatment' and regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 'Fit and proper persons employed.'

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- They had provided up to date DBS checks on all staff working at the practice. Staff files had been updated to include all required records in place when being recruited and starting at the practice.
- The systems in place for monitoring equipment and medicines had been improved to include regular audits. Staff had been updated on emergency procedures to follow in the event of needing help.
- All significant events were recorded and investigated with the finding shared with staff to promote learning at practice meetings.
- Staff had been updated to how children at risk were monitored within the practice.
- All patient complaints including verbal complaints were recorded and investigated in line with the complaint policy. The policy has been updated to include details on how patients could escalate concerns if required.
- They had reviewed governance arrangements with staff including systems for assessing and monitoring risk and the quality of supervision. They carried out monthly risk assessments reviewing any risks within the environment.

Summary of findings

Letter from the Chief Inspector of General Practice

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

Evidence was provided as part of this desk based review to show that required improvements had been implemented. The practice had updated recruitment checks for staff including DBS checks. The systems in place for monitoring equipment and medicines had been improved and included regular checks on essential equipment. They carried out monthly risk assessments reviewing any risks within the environment. Emergency procedures had been revised with staff to ensure they were aware of emergency procedures and the location of emergency equipment. They had updated staff with shared learning regarding any significant events that had occurred.

Good



Longview Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

Background to Longview Medical Centre

Longview Medical Centre is based in a purpose built facility in a residential area of Knowsley close to local amenities. The practice is based in a more deprived area when compared to other practices nationally. The male life expectancy for the area is 76 years compared with the CCG averages of 77 years and the National average of 79 years. The female life expectancy for the area is 81 years compared with the CCG averages of 81 years and the National average of 83 years. There were 4030 patients on the practice list.

The practice has two GP partners (one female, one male) and a permanent salaried GP who is currently on maternity leave. Long term locum GPs are booked when needed. The practice has two practice nurses, a practice manager, and five reception and administration staff. The practice also hosts trainee doctors on placement.

The practice is open Monday to Friday from 8am to 6.30pm and each Monday it offers extended opening hours from 6.30pm to 8pm. Patients requiring GP services outside of normal working hours are diverted by phone to NHS 111. Calls are triaged and patients referred on to the local out of hour's provider for Knowsley, Urgent Care 24 (UC24).

The practice has a Personal Medical Services (PMS) contract. In addition the practice carried out enhanced services such as joint injections.

Why we carried out this inspection

We undertook a comprehensive inspection of Longview Medical Centre on the 19th January 2016. under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Longview Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based inspection of Longview Medical Centre on the 16 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. We reviewed the practice against one of the five questions we ask about services: is the service safe?

How we carried out this inspection

We carried out a desk-based focused inspection of Longview Medical Centre on 16 February 2017. The practice was contacted and a request was made to submit updated evidence to show that the practice had completed the improvements identified during their comprehensive inspection. A range of information was discussed with the practice staff, submitted by the practice and reviewed by the CQC Inspector. This involved reviewing evidence that:

Detailed findings

- They had provided up to date DBS checks on all staff working at the practice and that staff files had been updated.
- The systems in place for monitoring equipment and medicines had been improved. Staff had been updated on emergency procedures to follow in the event of needing help. They carried out monthly risk assessments reviewing any risks within the environment.
- All significant events were recorded and investigated with the finding shared with staff to promote learning at practice meetings.
- Staff had been updated to how children at risk were monitored within the practice.
- All patient complaints including verbal complaints were recorded and investigated. The policy has been updated to include details on how patients can escalate the concerns if required.
- They had reviewed governance arrangements with staff.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on the 19 January 2016, we rated the practice as requires improvement for providing safe services as we found some concerns with the management of safety. Following the inspection, the practice submitted a detailed action plan to provide details of what they had done to show improvements.

These arrangements had significantly improved when we undertook a follow up inspection on 16 February 2017. The practice was now rated as good for providing safe services.

Overview of safety systems and process

- Action was taken by the Practice to manage Health & Safety. The systems in place for monitoring equipment and medicines had been improved to include regular audits and checks to ensure all equipment and medications were in date. Staff had been updated on emergency procedures to follow in the event of needing assistance and in ensuring they were aware of how to locate emergency equipment. They carried out monthly risk assessments reviewing any risks within the environment.
- All significant events were recorded and investigated with the findings shared with staff to promote learning at practice meetings.
- They had provided evidence of up to date Disclosure and Barring Service (DBS) checks. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable)
- Staff files had been updated to include all required records in place when being recruited and starting at the practice.
- Staff had been updated to how children at risk were monitored within the practice.