

Haydock Medical Centre

Inspection report

Woodside Healthcare Centre
Woodside Road, Haydock
St Helens
Merseyside
WA11 0NA
Tel: 01744624360
www.haydockmedicalcentre.co.uk

Date of inspection visit: 13 June 2019
Date of publication: 14/08/2019

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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Haydock Medical Centre on 13 June 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:

- The practice did not always learn and make improvements when things went wrong.

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

- The practice did not have clear and fully effective processes for managing risks.
- The overall governance arrangements were not always effective.

We rated the practice as **good** for providing effective, caring and responsive 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. Patients could access care and treatment in a timely way.

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

- Establish effective systems for investigating events and acting upon the learning from these to improve the service.
- 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:

- Formalise the systems in place for monitoring the competence of non-medical prescribers.
- Review the system in place for managing safety alerts to ensure this is robust and demonstrates the actions taken.
- Ensure an appropriate system is in place for the security of prescription forms in line with national guidance.
- Introduce a system for the monitoring of uncollected prescriptions.
- Review safeguarding arrangements to include identifying relevant others for children at risk.
- Review information provided to patients about how they can make a complaint.

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	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 Haydock Medical Centre

Haydock Medical Centre is located at Woodside Healthcare Centre, Woodside Road, St Helens Merseyside.

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.

Haydock Medical Centre is situated within St Helens Clinical Commissioning Group (CCG) and provides services to approximately 7,500 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 provider is a single handed male GP. The practice employed five salaried GPs, three advanced nurse

practitioners, two practice nurses, two health care assistants, a practice manager and a team of reception and administration staff. The practice is part of a wider network of GP practices.

There are higher than average number of patients over the age of 65 years of age. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

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

Diagnostic and screening procedures
Maternity and midwifery services
Treatment of disease, disorder or injury

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

Effective systems were not in place for managing and learning from events and acting upon these to make improvements to the service.

This was in breach of Regulation 12 (2)(b) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Regulated activity

Diagnostic and screening procedures
Maternity and midwifery services
Treatment of disease, disorder or injury

Regulation

Regulation 17 HSCA (RA) Regulations 2014 Good governance

The systems and processes to ensure good governance, in accordance with the fundamental standards of care, were not always fully effective for

This was in breach of Regulation 17 (a)(b)(d) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.