

The Margaret Thompson Medical Centre

Quality 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 service

Good



Are services effective?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 3 March 2016. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to:

- Regulation 18 HSCA (RA) Regulations 2014 Staffing.

We undertook this focused inspection to check that they had followed their action plan to demonstrate how they would meet the legal requirements. This report only covers our findings in relation to those requirements. You

can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Margaret Thompson Medical Centre on our website at www.cqc.org.uk

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection. Staff had received mandatory training required and a schedule of appraisals was in place.

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 effective?

The practice is rated as good for providing effective services. The practice had addressed the issues identified during the previous inspection. Staff had received training relevant to their role and there was a schedule of appraisals in place.

Good



The Margaret Thompson Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC inspector.

Background to The Margaret Thompson Medical Centre

The Margaret Thompson Medical Centre is based in Speke in Liverpool. There were 6000 patients on the practice register at the time of our inspection.

The practice is a training and teaching practice managed by three GP partners and there is one salaried GP and one registrar. There are two practice nurses and a health care assistant. Members of clinical staff are supported by 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, provided by Urgent Care 24 by calling 111.

The practice has a General Medical Services (GMS) contract and has enhanced services contracts which include childhood vaccinations.

Why we carried out this inspection

We undertook an announced focused inspection of The Margaret Thompson Medical Centre on 5 July 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 3 March 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service effective? This is because the service was not meeting a legal requirement.

How we carried out this inspection

The inspector :-

- Reviewed information sent to us by the provider.

Are services effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 3 March 2016, we identified some concerns with regard to a lack of regular staff training and appraisals

The practice sent us:

- A staff training matrix which outlined details of when staff had received or when they were due to complete their training. Training included safeguarding, infection control, fire safety awareness and equality and diversity.

- New induction checklists for clinicians and administration staff. Training at induction included health and safety and fire safety.
- A list of staff who had completed their annual appraisals and invites for those staff that were due to receive their appraisal later in the year.

We spoke to the practice manager who told us training had had a positive impact on staff. All staff received training certificates.