

Abercromby Family Practice

Inspection report

Grove Street
Edge Hill
Liverpool
Merseyside
L7 7HG
Tel: 01512953888
www.abercrombyfp.nhs.uk

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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 focussed inspection at Abercromby Family Practice on 11 February 2020 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. Following our Annual Regulatory Review of the information available to us, including information provided by the practice, we planned to focus our inspection on the following key questions:

- Safe
- Effective
- Well-led

From the Annual Regulatory Review we carried forward the ratings from the last comprehensive inspection for the following key questions: Caring and Responsive.

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 received 13 CQC feedback cards given to patients before and during the inspection. Comments made by patients were positive about the services provided and the practice staff.

We have rated this practice as **good** overall. We have rated all population groups as **good**.

We rated the service as **requires improvement** for providing safe services because:

- The provider did not follow recruitment processes to meet requirements for all staff.

We rated the service as **good** for providing effective and well-led services because:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Ensure recruitment procedures are established and operated effectively to ensure only fit and proper persons are employed.

(Please see the specific details on action required at the end of this report).

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

Regularly review and update policies, to contain all the information required to support staff to safeguard patients.

All members of the clinical team should complete safeguarding training to a level appropriate to their role.







- Review the maintenance and protocols for relevant equipment to meet infection control requirements and include this in the infection control audit.
- Review and update protocols for blank prescriptions to maintain security and safety and monitor that these processes are embedded.
- Continue to review and monitor the data that falls below the Clinical Commissioning Group (CCG) and national averages.

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 and a second CQC inspector.

Background to Abercromby Family Practice

Abercromby Family Practice is in the Edge Hill area of Liverpool. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Abercromby Family Practice is contracted to provide services by Liverpool Clinical Commissioning Group (CCG) and provides services to approximately 6,800 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 practice has three GP partners and four salaried GPs. The practice employs two practice nurses and a pharmacist. Members of clinical staff are supported by the practice manager, reception and administration staff. The practice is part of a Primary Care Network (PCN).

The practice population has a lower than average proportion of patients aged over 65 years. The National

General Practice Profile states that 59.8% of the practice population is from a White background. The practice serves patients from a diverse range of nationalities, including Arabic, Somalian and Cantonese. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The profile of the practice population showed the proportion of those living with a long-standing health condition is 58.3% compared with 54.7% across the CCG and 51.4% nationally. The proportion of patients whose working status is unemployed is higher than average at 13.7% compared with 7.6% across the CCG and 4.2% nationally.

The practice is open 8am to 6.30pm every weekday. An open access clinic runs on a Monday morning. Extended hours appointments were available on a Monday morning from 7.30am and Tuesday until 8pm. When the practice is closed patients can access the out of hours provider for Liverpool, Primary Care 24 (PC24).

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 Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed</p> <p>Persons employed for the purposes of carrying on a regulated activity must be fit and proper persons</p> <p>How the regulation was not being met</p> <p>The registered person's recruitment procedures did not ensure that potential employees had the necessary qualifications, competence, skills and experience before starting work. In particular:</p> <p>Full recruitment checks had not taken place for two staff members including applications, interviews or references.</p>