

Dr Heath Prescott Medical Centre

Quality Report

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Date of inspection visit: 31 May 2016

Date of publication: 22/06/2016

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 this practice on the 10th February 2015 and at this time the practice was rated as good.

However, breaches of a legal requirement were also found. 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 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

On the 31st May 2016 we carried out a focused review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This review was carried out to check whether the provider had completed the improvements identified during the comprehensive inspection carried out in February 2015.

This report covers our findings in relation to those requirements and areas considered for improvement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Heath Prescott Medical Centre on our website at www.cqc.org.uk.

The findings of this review were as follows:

- The practice had addressed the issues identified during the previous inspection.
- Appropriate recruitment checks had been carried out for staff and the practice had updated their recruitment policy to include all required checks for newly employed staff. The practice had undertaken checks for staff members.

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 their recruitment processes. They had updated their recruitment policy to ensure that it was in line with regulation 19 and schedule 3 of the Health and Social Care Act 2008 to ensure necessary employment checks were in place for all staff. Recruitment checks had been revised to ensure these met regulatory requirements.

Good



Dr Heath Prescott 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 Dr Heath Prescott Medical Centre

Dr Heath, Prescott Medical Centre provides GP services for approximately 5300 patients living in the Prescott area of Merseyside. The practice has four GPs (two male and two female), a practice manager, nurse clinician, practice nurse, administration and reception staff. The practice is also a GP training practice, offering support and experience to trainee doctors.

Dr Heath, Prescott Medical Centre holds a Personal Medical Services (PMS) contract with NHS England. The practice achieved practice accreditation from the Royal College of GPs (RCGP) in November 2013. The RCGP Practice Accreditation is a voluntary quality improvement program that supports the organisational development of practice teams across England. The aim of the initiative is to ensure that General Practices provide high quality care to patients by pursuing rigorous quality improvements.

The practice is open Monday to Friday from 8am to 6.30pm with an extended surgery on Tuesday until 8pm. They are closed one half day per month for staff training and

development. Patients can book appointments in person or via the telephone. The practice provides telephone consultations, pre bookable consultations, urgent consultations and home visits.

The practice is part of Knowsley Clinical Commissioning Group (CCG). The practice is situated in an area with high deprivation. The practice population is made up of a higher than national average working age population and a lower than national average of patients aged under 40 years. Sixty nine per cent of the patient population has a long standing health condition, whilst 56% have health related problems in daily life. There is a lower than national average number of unemployed people.

Out-of-hours services are provided by St Helen's Rota who provides a service locally in Prescott.

Why we carried out this inspection

We carried out a desk top review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The review was planned to check whether the provider had completed the improvements identified during the comprehensive inspection carried out in November 2014. The checks made were to ensure the provider was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008. We reviewed the practice against one of the five questions we ask about services: is the service safe?

Detailed findings

How we carried out this inspection

This inspection was carried out as a desk based follow up review. The practice was contacted and a request was made to submit evidence to show that the practice had

completed the improvements identified during their comprehensive inspection carried out in February 2015 to demonstrate that the required improvements had been implemented. A range of information was discussed with the practice manager, submitted by the practice and reviewed by the CQC Inspector.

Are services safe?

Our findings

Overview of safety systems and processes

At the inspection undertaken in February 2015 we identified some concerns in relation to staffing and recruitment checks. Following the inspection, the practice submitted an action plan to provide details of what they had done to show improvements with the recruitment checks for staff.

The practice is rated as good for providing safe services. Improvements had been made to the recruitment process

and staff checks carried out as part of that process. An updated action plan submitted in May 2016 showed that all of the staff files have been updated with checks such as DBS checks. The practice had updated their recruitment policy to ensure that it was in line with the requirements of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and to ensure necessary employment checks were in place for all staff. Following the inspection in February 2015 the practice had recruited one member of staff. They had carried out all required employment checks to ensure staff were recruited safely.