

Phoenix Medical Centre

Inspection report

28-30 Duke Street
St Helens
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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.

Overall summary

We carried out a comprehensive inspection of Phoenix Medical Centre 17 October 2019 as part of our inspection programme. The practice was given an overall rating of inadequate and placed in special measures. The domain ratings were:

Safe - Requires Improvement

Effective – Inadequate

Caring – Good

Responsive-Good

Well-led- Inadequate

On 14 November 2019 warning notices were issued in respect of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 Good Governance.

This inspection of Phoenix Medical Centre carried out on 7 January 2020 was to check the progress made with the warning notices and we found improvements had been made in all the required areas.

The rating of 'inadequate' awarded to the practice following our full comprehensive inspection on 17 October 2019 remains unchanged and the practice remains in special measures. A further full inspection of the service will take place within six months of the original report being published (10 December 2019) and their rating revised if appropriate.

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.

Our inspection team

Our inspection team was a CQC lead inspector.

Background to Phoenix Medical Centre

Phoenix Medical Centre is located at 28-30 Dukes Street, St Helens, Merseyside, WA10 2JP. The provider is part-owner of the premises with the other registered partner. The practice is currently part of a wider network of GP practices.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 3,376 patients. The practice is part of the St Helens Clinical Commissioning Group (CCG).

The practice's clinical team is led by the provider (principal GP), who provides ten clinical sessions per week. A male GP partner who provides six clinical sessions per week. A female long-term Advanced Nurse Practitioner (ANP) locum provides regular sessions to cover the periods where there is a single practitioner allocated and GPs are on leave. A female practice nurse works at the practice daily and provides a weekly baby clinic.

The clinical team is supported by a team of administrative and reception staff lead by a practice manager.

The practice is open Monday to Friday 8.00am to 6.30pm. Patients who have previously registered to do so may book appointments online. The provider can arrange home visits for patients whose health condition prevents them attending the surgery.

Extended hours are operated by an independent extended hours provider which is available on Monday and Wednesday evenings 6.30pm to 8.45pm.

Out of hours services are accessed via NHS 111.

Information published by Public Health England, rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents high levels of deprivation and level ten low. Male and female life expectancy in the practice geographical area is below the national average at 77 years for males, compared to 79 years nationally and 81 years for females, compared to 83 years nationally.