

Park Road Group Practice

Inspection 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 location

Good 

Are services safe?

Good 

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 focussed inspection at Park Road Group Practice on 14 January 2020 as part of our inspection programme. The Practice is also known as The Elms Medical Centre.

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:

- Effective
- Well Led

From the Annual Regulatory Review we carried forward the ratings from the last comprehensive inspection for the following key questions: Safe, 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 45 CQC feedback cards given to patients before and during the inspection. Overall, the 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 practice as **requires improvement** for well led because:

- The system for reviewing emergency medicines and equipment was not robust.

We rated the practice as **good** for providing effective services because:

- Staff worked together and with other organisations to deliver effective care and treatment.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance.
- Staff told us they felt well supported and had access to training to support them in their roles.

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

- Establish effective systems and 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:

- Review clinical rooms to ensure facilities comply with best practice guidelines.
- Review recruitment files to ensure all necessary documentation is included.

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 Park Road Group Practice

Park Road Group Practice is located in the Riverside neighbourhood area of Liverpool and is also known as The Elms Medical Centre. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Park Road Group Practice is contracted to provide services by Liverpool Clinical Commissioning Group (CCG). They provide services for approximately 8900 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 four GP partners, eight associate (salaried) GPs, a practice manager, an advanced nurse practitioner, a practice nurse, two healthcare assistants and IT, administration and reception staff. An additional practice nurse was due to commence in a full-time role in the month following the inspection. The practice is a GP training practice and has GP registrars working for them as part of their training and development in general practice. The practice nurse was a mentor and so student nurses also worked at the practice.

The practice is situated in an area of high deprivation. 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 practice population is made up of a predominately younger population between the ages of 15- 64 years old. Fifty nine percent of the population has a long-standing health condition and a higher than national average number of unemployed. Public health data shows that 15.3% of the practice population are from BME (black and minority ethnic) groups.

The practice is open Monday to Friday from 8am to 6.30pm with extended opening hours until 8.30pm on a Monday. Patients can book appointments in person, via the phone or through the online booking system. The practice provides triage and telephone consultations, pre-bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of medical services. 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	Regulation 17 HSCA (RA) Regulations 2014 Good governance A comprehensive system was not in place for ensuring emergency drugs and equipment met requirements.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	