

# Westmoreland GP Centre

## Quality Report

Westmoreland GP Centre,  
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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 safe?

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 17 June 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 12 HSCA (RA) Regulations 2014 Safe care and treatment.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met 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 Westmoreland GP Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

The practice is now rated as good for providing safe services and is rated as good overall.

Our key findings were as follows:

- The practice had addressed the breaches of regulations identified during the previous inspection. There were now systems in place for the authorisation for practices nurses to administer vaccinations and the monitoring of emergency medication for expiry dates.
- In addition, the practice had also updated information for patients on how to make a complaint; introduced a monitoring system for the cleaning of the premises and employed an external HR company.

**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. The practice had addressed the issues identified during the previous inspection. There were now systems in place for the authorisation for practices nurses to administer vaccinations and the monitoring of emergency medication for expiry dates.

**Good**



# Westmoreland GP Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

a CQC Lead Inspector.

## Background to Westmoreland GP Centre

Westmoreland GP Centre is based in the grounds of Aintree Hospital in Liverpool. There were 12,567 patients on the practice register at the time of our inspection.

The practice is a training practice managed by five GP partners, (2 male, 3 female). There are four salaried GPs and two GP registrars. There are two practice nurses, two advanced nurse practitioners and a health care assistant. Members of clinical staff are supported by two practice managers, reception and administration staff.

The practice telephone lines are open 8am to 6.30pm. Normal clinic times for GP appointments are 9am-12am, 1pm-3pm, 3pm-6pm and offered extended hours from 6.30pm-7pm Monday to Thursday. Pre-bookable appointments for GPs could be booked up to two weeks in

advance and for the practice nurses up to four weeks. 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 Personal 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 Westmoreland GP Centre on 20 December 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 17 June 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? 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 safe?

## Our findings

At our previous inspection on 17 June 2016, we identified some concerns with regard to the management of medications.

We found there were insufficient systems in place to ensure the safe administration of medicines. There were gaps in the authorisation process for practice nurses to administer vaccinations. It was also unclear how stock levels of emergency medicines and expiry dates were managed for some medication stored in consultation rooms.

These arrangements had improved when we undertook a follow up inspection on 20 December 2016. The practice is now rated as good for providing safe services.

The practice sent us information about new systems put in place after our inspection.

Patient Group Directives (PGDs), which are authorisation documents for vaccinations, had been read and signed by

all of the nurses and the GP senior partner. The practice utilised a diary system to monitor expiry dates of these documents. As a failsafe measure, the deputy practice manager kept all PGDs in date order and carried out monthly checks to ensure no dates were missed.

Since the last inspection, all emergency medication boxes had been removed from the consultation rooms and were now signed in and out by the individual clinician using the room on a daily basis. Each box of emergency medication had a weekly checklist attached to the underside and monthly checks were carried out by the health care assistant.

At the previous inspection we also identified some minor improvements that could be made. The practice had responded to our suggestions. For example, the practice had updated information for patients on how to make a complaint; introduced a monitoring system for the cleaning of the premises and employed an external HR company.