

Meir Park Surgery

Inspection report

Lysander Road
Meir Park
Stoke On Trent
Staffordshire
ST3 7TW
Tel: 01782388204
www.meirparksurgery.co.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 summary

We previously carried out an announced comprehensive inspection at Meir Park Surgery on 6 March 2019 as part of our inspection programme. The practice was rated inadequate, placed into special measures and a warning notice in relation to safe care and treatment was issued. The full comprehensive report on the March 2019 inspection can be found by selecting the 'all reports' link for Meir Park Surgery on our website at .

We carried out an announced focused inspection at Meir Park Surgery on 30 April 2019 to ensure that the issues identified in the warning notice had been addressed. **This report only covers our findings in relation to the warning notice.**

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.
- information from the provider, patients and other organisations.

We found that:

- Suggested emergency medicines were available at the branch practice.
- Medicines and Healthcare products Regulatory Agency (MHRA) alerts were acted upon.
- Clinical and non-clinical staff had completed the appropriate level of safeguarding children and vulnerable adults training for their roles.
- Non-clinical staff were trained in identifying deteriorating or acutely unwell patients suffering from potential illnesses such as sepsis.
- All staff who acted as chaperones were trained for this role.
- Staff who acted as fire marshals had received the required training.
- All staff had received training on infection prevention and control.

- The practice had arrangements for following up failed attendance of children's appointments following an appointment in secondary care or children who were frequent A&E attenders.
- Patients potentially in the pre-diabetic stage had been coded appropriately within the practice's computer system and received appropriate life-style advice.
- There had been improvements in recruitment checks however, health assessments were not always completed.
- The practice had processes for monitoring patients prescribed high risk medicines however, they needed to consider alternative ways to promote patient compliance with blood test monitoring.
- Children's safeguarding meetings with other agencies had not been held.
- A system of reconciling children at risk of harm, as identified by the practice, with health visitors and school nurses was not in place.

At this inspection, we found that the provider had satisfactorily addressed most of the issues identified in the warning notice. However, there were areas where the provider remains in breach and **must** make improvements that we will follow up at our next inspection:

- Complete risk assessments for staff who have not received a health assessment.
- Implement systems to promote patient compliance with required blood test monitoring.
- Establish safeguarding meetings with other agencies.
- Reconcile the practice's list of children at risk of harm with appropriate agencies.

Details of our findings and the supporting evidence are set out in the evidence table.

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care.

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Meir Park Surgery

Meir Park Surgery is located at Lysander Road, Meir Park, Stoke-On-Trent, Staffordshire, ST3 7TW. The practice merged with Weston Coyney Medical Practice in 2017 which is now a branch practice. The branch practice is located at Meir Primary Care Centre, Weston Road, Stoke-on-Trent, ST3 6AB. We visited both locations during our inspection. The practices have good transport links and there are pharmacies located nearby.

The provider is registered with the CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites.

Meir Park Surgery is situated within the Stoke-on-Trent Clinical Commissioning Group (CCG) and provides services to 6,643 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs two male GP partners, three regular locum GPs (one male and two female), a locum advanced

nurse practitioner, three practice nurses and a locum practice nurse, two healthcare support workers, a practice manager and a locum practice manager, a business manager and 10 administrative staff working a range of hours.

The practice area is one of average deprivation when compared with the national average. Demographically the practice has a lower than average population of young patients and a higher older population. For example, 18.7% of patients are under 18-year olds compared with the national average of 20.7% and 20.1% of the practice population are 65 years and over compared with the national average of 17.3%. The general practice profile shows that the percentage of patients with a long-standing health condition is 58% which is above the local CCG average of 56% and national average of 51%. National General Practice Profile describes the practice ethnicity as being 95.3% white British, 2.7% Asian, 0.7% black, 1.2% mixed and 0.1% other non-white ethnicities. Average life expectancy is 80 years for men and 83 years for women compared to the national averages of 79 and 83 years respectively.