

# Dr Ivan Camphor

## Inspection report

396 New Hey Road  
Wirral  
CH49 9DA  
Tel: 01516772172  
[www.heatherlandsmcwirral.nhs.uk](http://www.heatherlandsmcwirral.nhs.uk)

Date of inspection visit: 25 October 2022  
Date of publication: 22/11/2022

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 responsive to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced focused inspection at Dr Ivan Camphor on 25 October 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - not inspected, rating of good carried forward from previous inspection

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Ivan Camphor on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

We inspected the key questions of:

Safe, Effective and Well Led. We also assessed access to GP services under the key question- Responsive.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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 found that:

# Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Clinicians assessed patients according to appropriate guidance, legislation and standards and delivered care and treatment in line with current evidence-based guidance.
- There were sufficient staff who were suitably qualified and trained.
- Patients were treated with respect and were involved in decisions about their care.
- The practice understood its patient population and adjusted how it delivered services to meet the needs of its patients.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was an effective governance framework in place in order to gain feedback and to assess, monitor and improve the quality of the services provided.
- The provider was aware of the requirements of the Duty of Candour.

Whilst we found no breaches of regulations, the provider **should**:

- Take steps to improve the uptake of cervical cancer screening and childhood immunisations.
- Take steps to improve prescribing of antibacterial medicines, hypnotics and psychotropics.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr Ivan Camphor

Dr Ivan Camphor, known as Heatherlands Medical Centre is located in Wirral at:

396 New Hey Road

Wirral

Merseyside

CH49 9DA

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the NHS Cheshire and Merseyside Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Arno Primary Care Alliance.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96.6% White, 2% Asian, 1% Mixed, 0.2% Black, and 0.2% Other.

The age distribution of the practice population shows there are more younger people than the local and national averages. With less older people than average.

There is a team of four GPs. The practice also has two practice nurses and a healthcare assistant. The clinical team are supported at the practice by a team of reception/administration staff and a practice manager and deputy practice manager, who provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday with extended hours appointments available between Monday to Friday and Saturday via the PCN extended hours service. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by NHS111.