

# Glovers Lane Surgery

## Quality Report

Magdalen Square

Netherton

Bootle

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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

We carried out an announced comprehensive inspection at Glovers Lane Surgery on 12 November 2014 and at this time the practice was rated as good. However, breaches of a legal requirement were also found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

- Regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014;

On the 18 March 2016 we carried out a focused review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The review was carried out to check whether the provider had completed the improvements identified during the comprehensive inspection carried out in November 2014. 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 Glovers Lane Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The findings of this review were as follows:

- The practice had addressed all of the issues identified during the previous inspection.
- Appropriate recruitment checks had been carried out for staff and there were arrangements in place to ensure the GPs and nurses were registered with the relevant professional bodies.
- Improved systems had been put into place to ensure that staff were not allowed to undertake a chaperoning role without the necessary checks having been received.

### Letter from the Chief Inspector of General Practice

**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.

Evidence was provided as part of this desk based review to show improved systems. The practice had updated their recruitment processes. Recruitment checks had been revised to include the required checks necessary to show safe procedures being in place.

**Good**



# Glovers Lane Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

## Background to Glovers Lane Surgery

Glovers Lane Surgery is registered with the Care Quality Commission to provide primary care services. The practice provides services to around 7,500 patients living in the Netherton area of Liverpool.

The practice has four GP partners, a salaried GP, a practice manager, practice nurses, healthcare assistant and administration and reception staff. The practice is a GP training practice, offering support and experience to trainee doctors.

The practice treats patients of all ages and provides a range of medical services. The practice is situated in an area of high deprivation. The practice population is made up of a higher than national average younger population and a lower than national average of patients aged over 60 years. Sixty five per cent of the patient population has a long standing health condition and a higher than national average number of unemployed.

All clinical services are delivered under a GMS contract. The practice does not deliver out-of-hours services. These are delivered by Go To Doc (GTD), a private provider of out of hour's services commissioned by South Sefton CCG. They provide a service locally in Netherton.

## Why we carried out this inspection

We carried out a desk top review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider had completed the improvements identified during the comprehensive inspection carried out in November 2014. The checks made were to ensure the provider was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

## How we carried out this inspection

This inspection was carried out as a focused desk based review. The practice was contacted and a request was made to submit evidence to show that the practice had completed the improvements identified during their comprehensive inspection carried out in November 2014. A range of information was submitted by the practice and reviewed by the CQC Inspector.

# Are services safe?

## Our findings

### Overview of safety systems and processes

#### Staffing & Recruitment:

At the inspection undertaken in November 2014 we identified some concerns in relation to staffing and recruitment checks:

Following the inspection, the practice submitted an action plan to provide details of what they had done to show improvements with the recruitment checks for staff. They had arranged to carry out Enhanced DBS checks for all reception staff who would be likely to be asked to carry out chaperoning duties.

Nursing and Midwifery Council (NMC) monitoring checks were being carried out by the practice manager and records were stored to show regular monitoring and checks in place. Staff had organised NMC check dates so they were calendared in line with their GP General Medical Council (GMC) check dates, to help them to organise timely checks and avoid the risk of missing deadlines. They had organised outstanding DBS checks for staff they assessed as needing them to be in place.

On 18 March 2016, the practice had provided a further update to their action plan to advise all actions had been carried out to improve recruitment and selection checks. They had also updated their recruitment policy to include all the required checks necessary to help show safe systems in recruiting appropriate staff members.