

# St James Health Centre

## Inspection report

St James' Health Centre  
29 Great George Square  
Liverpool  
Merseyside  
L1 5DZ  
Tel: 01512953800  
[www.stjameshealthcentre.co.uk](http://www.stjameshealthcentre.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 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?

Good 

# Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Effective
- Well Led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Caring
- 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 provided the practice with Care Quality Commission feedback cards prior to the inspection and we received 21 completed cards. Patients were extremely positive about their experiences, practice staff and the care and treatment they received.

**We have rated this practice as good overall and good for all population groups.**

We found that:

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.

- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- Staff worked together and with other organisations to deliver effective care and treatment.
- There was compassionate, inclusive and effective leadership at all levels. This included working with and supporting the practice Patient Participation group (PPG).
- The practice had a clear vision and set of values that prioritised quality and sustainability.
- The practice had a culture which drove high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.

The areas where the provider **should** make improvements are as follows. The provider should:

- Should review the practice arrangements for ensuring staff have access to a Freedom to Speak Up Guardian.
- Continue to review and monitor the data that falls below the Clinical Commissioning Group (CCG) and national averages.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to St James Health Centre

St James Health Centre is located at 29 Great George Square, Liverpool, L1 5DZ. The surgery is based in the centre of Liverpool city centre, has good transport links and there is a pharmacy located nearby.

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

St James Health Centre is situated within the Liverpool Clinical Commissioning Group (CCG) and provides services to 5514 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership consisting of two GP partners. There have been some recent partner changes at the practice. The practice employs two salaried GPs

and several regular male and female locum GPs, an advanced nurse practitioner, an assistant practitioner, practice manager and several administration staff. The practice employs a pharmacist two days each week.

The National General Practice Profile states that 8.9% of the practice population is from an Asian background with a further 5.1% of the population originating from black, and mixed or other non-white ethnic groups. 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 provides single storey ground floor facilities accessible to disabled patients. The facilities include toilet, waiting area, private consulting / treatment rooms. Car parking is available on site.

Out of hours services are provided by Primary Care 24.