

Hunts Cross Health Centre

Inspection report

70 Hillfoot Road
Liverpool
Merseyside
L25 0ND

Date of inspection visit: 1 March 2019
Date of publication: 26/03/2019

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 announced comprehensive inspection at Hunts Cross Health Centre on 1 March 2019 as part of our inspection programme.

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

We found that:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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 element of outstanding practice:

- There was an emphasis on risk assessments, monitoring and audits that underpinned the services provided. Documentation reviewed was of a high standard and clearly identified actions needed and responsibilities.
- The whole practice team constantly evaluated how safety systems could be improved and implemented additional safety netting systems to minimise risk.

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

- Ensure practice nurses receive level three safeguarding training in line with recently updated guidance.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Hunts Cross Health Centre

Hunts Cross Health Centre is situated in a deprived area of Liverpool. There were 6,457 patients on the practice register at the time of our inspection. At the time of the inspection, the practice was located at Speke Neighbourhood Health Centre on a temporary basis due to an extension of the practice premises in Hillfoot Road.

Hunts Cross Health Centre is registered with the Care Quality Commission to carry out the following regulated activities: Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury.

The practice is part of NHS Liverpool Clinical Commissioning Group (CCG) and has General Medical Services (GMS) contract.

The practice is managed by four GP partners and there is a salaried GP. There is a practice nurse and another practice nurse is about to start employment. A member of staff is training to be a healthcare assistant. Members of clinical staff are supported by a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service, by calling NHS 111.