

Ford Medical Practice

Inspection report

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Litherland
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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 announced comprehensive inspection at Ford Medical Practice on 5 March 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 10 January 2019.

This inspection looked at the following key questions:

Safe

Effective

Caring

Responsive

Well-led

At the last inspection in January 2019 we rated the practice as requires improvement for providing safe and well-led services because:

- Systems and processes for checking on areas of practice were not sufficiently robust. This included in areas such as safeguarding, staff training, staff recruitment practices, the provision of minor surgery, the management of health and safety, the management of patient safety alerts and security of prescriptions.
- Governance systems were not fully effective in monitoring the service, managing risks and driving improvement.

At this inspection we found that the provider had satisfactorily addressed the above areas.

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 respect.
- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of good quality care.

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

- Review the arrangements for checking patients referred for tests under the urgent rule have attended their appointment.
- Continue to encourage patients to uptake cancer screening.
- Carry out a risk assessment to support the decision as to the emergency medicines held.
- Ensure prescriptions are secured appropriately outside of opening hours.
- Continue to encourage uptake of patients to form a Patient Participation Group.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care.

Our inspection team

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

Background to Ford Medical Practice

Ford Medical Practice is located in the Litherland area of Merseyside.

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

Ford Medical Practice is situated within the South Sefton Clinical Commissioning Group (CCG) and provides services to approximately 6,100 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has four GP partners (three male and one female), three practice nurses, a health care assistant, practice manager, and reception and administration team.

This is a training practice and usually has a GP Registrar as part of the team.

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. There is a higher than average number of patients under the age of 18 and fewer than average patients aged over 65 years.

The practice is open 8am to 6.30pm Monday to Friday. Patients can access an extended hours service by pre-booked appointment. This is available from 5pm to 8pm Monday to Friday and 9am to 1pm Saturdays and Sundays. Outside of this patients can contact the GP out of hours service by calling NHS 111.