

Netherton Practice

Inspection report

Netherton Health Centre
Magdalen Square
Bootle
L30 5SP
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Website: www.urgentcare24.com

Date of inspection visit: 24 January 2020
Date of publication: 25/03/2020

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 Netherton Practice on 24 February 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 11 December 2018.

This inspection looked at the following key questions:

Safe

Effective

Caring

Responsive

Well-led

At the last inspection in December 2018 we rated the practice as requires improvement for providing safe and well-led services because:

- The systems in place for safeguarding patients were not fully effective.
- 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 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 good quality, person-centre care.

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

- Review safeguarding arrangements to include setting up an alert for relevant others for children at risk.
- Introduce a programme of clinical audit as part of the clinical governance in an aim to improve outcomes for patients.
- Provide reception staff with sepsis awareness training to support them in dealing with patients presenting with potential sepsis.
- Review Patient Group Directions (PGDs) to ensure designated people have been authorised to administer the vaccines.
- Monitor unplanned hospital admissions and readmissions.
- Continue to monitor and encourage cancer screening uptake for all eligible patients.
- Look to increase the number of identified carers to ensure these patients are provided with appropriate support.
- 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.
The team included a GP specialist advisor.

Background to Netherton Practice

The registered provider for the service is Primary Care 24 (Merseyside) Limited. The provider is a social enterprise providing a range of urgent and primary care services across four clinical commissioning groups (CCGs).

The provider is registered to provide the following regulated activities: Diagnostic and screening, maternity and midwifery and treatment of disease, disorder or injury.

This inspection was carried out the location: Netherton Practice, Netherton Health Centre, Bootle, Liverpool.

The practice provides GP services to approximately 2,800 patients living in the Netherton area of Merseyside. The practice team included two salaried GPs, one practice nurse, one health care assistant, a clinical pharmacist, team of administrative and reception staff. The provider had a clinical director and a clinical lead for the primary care services.

The practice is located in an area with lower than average levels of deprivation. The practice has a lower than average population of patients over the age of 65 years and higher than average patient population under the age of 18 years.

The practice is open Monday to Friday 8am to 6.30pm. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable appointments, on the day appointments, urgent appointments and home visits. The practice treats patients of all ages and provides a range of primary medical services.

Netherton Practice has an Alternative Provider Medical Services (APMS) contract with NHS England. The practice is part of South Sefton Clinical Commissioning Group (CCG).

Outside of practice opening hours patients can access the extended GP access service. Outside of this they can contact the GP out of hours service by calling NHS 111.