

Haydock Medical Centre

Inspection report

Woodside Healthcare Centre
Woodside Road, Haydock
St Helens
WA11 0NA
Tel:

Date of inspection visit: 27 July 2021
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Haydock Medical Centre on 23 and 27 July 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 13 June 2019, the practice was rated Requires Improvement overall and for the key questions safe and well-led. Effective, caring and responsive key questions were rated Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Haydock Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This was a comprehensive inspection to:

- Inspect all of the key questions
- Follow up on breaches of regulations 12 and 17 and areas where the provider should improve as identified in our previous inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

Overall summary

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 for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. There were effective systems for managing and learning from events and acting upon these to make improvements to the service.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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. The systems and processes to ensure good governance, in accordance with the fundamental standards of care had improved.

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

- Review the process for managing safeguarding information to ensure this is kept up to date and the appropriate alerts are placed on all relevant records.
- Continue with plans to strengthen the monitoring arrangements for patients prescribed specific medicines that require regular monitoring.
- Clearly document any action to be taken following safety alerts received.
- Continue to review and monitor the clinical performance data that falls below national targets for example, improve the uptake of cervical screening.
- Complete staff appraisals on an annual basis.
- Review systems to ensure vaccines are managed safely and effectively.
- Continue to review and monitor telephone access and work to improve this.

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

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Haydock Medical Centre

Haydock Medical Centre is located in St Helens at:

Woodside Healthcare Centre

Woodside Road

St Helens

Merseyside

WA11 0NA

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.

The practice is situated within St Helens Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 15,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is a member of the Newton and Haydock Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.6% White, 0.7% Asian, 0.3% Mixed, 0.2% Black and 0.1% Other.

There is a team of nine GPs who work at the practice. The practice has a team of advanced nurse practitioners (ANPs), mental health ANPs, nurses and healthcare assistants (HCAs) who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff led by practice managers and an assistant practice manager.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone or video consultations.

Extended access is provided locally by St Helens Rota, where late evening and weekend appointments are available. Out of hours services are also provided by St Helens Rota.