

St Mark's Medical Centre

Inspection report

42 Derby Road
Southport
PR9 0TZ
Tel: 01704511700
www.stmarksmc.nhs.uk

Date of inspection visit: 9 January 2023
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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	Inspected but not rated	
Are services safe?	Inspected but not rated	
Are services effective?	Inspected but not rated	
Are services caring?	Inspected but not rated	
Are services responsive to people's needs?	Inspected but not rated	
Are services well-led?	Inspected but not rated	

Overall summary

We carried out an announced remote inspection of St Mark's Medical Centre on 9 January 2023. The practice is rated as inspected not rated overall and for all of the domains.

On the day of the planned inspection, CQC announced that some previously planned inspections would be paused following measures announced by the Secretary of State to address winter pressures in health and care services.

We previously carried out an announced inspection at St Mark's Medical Centre on 7 March 2019. Overall, the practice was rated good.

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

Why we carried out this inspection

This inspection was carried out on 9 January 2023 due to emerging risk from concerns raised with the CQC. In response to the winter pressures in the NHS the inspection site visit was cancelled before the date it was due to take place to support the provider to use their resources and time in the most productive way for people, therefore the ratings from the previous inspection in March 2019 have not been changed. This was an unrated inspection because we were unable to corroborate the evidence provided to us during the remote part of the inspection as we did not undertake a site visit. We looked at specific information in the some of the following key questions:

- Safe
- Effective
- Caring
- Responsive
- Well led

How we carried out the inspection

We collected information in a variety of ways.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

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.

Overall summary

We found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The practice understood its patient population and adjusted how it delivered services to meet the needs of its patients.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider **should**:

- Improve the uptake of cervical cancer screening and childhood immunisations.
- Document discussions with patients as part of medication reviews.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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. The lead inspector was supported by 3 team inspectors who spoke with staff using video conferencing facilities.

Background to St Mark's Medical Centre

St Mark's Medical Centre is located in Southport at:

42 Derby Road

Southport

Merseyside

PR9 0TZ

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

All providers must have a CQC registered manager except NHS Trusts and where the service provider is an individual who manages the service on a day-to-day basis.

The provider has not had a CQC registered manager since March 2022. We will be following this up with the provider outside of the inspection process.

The practice is situated within the Cheshire and Merseyside Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 16,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Southport & Formby Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others. A lower level of deprivation can indicate challenges in providing healthcare. The supply of healthcare services tends to be lower in more deprived areas due to a number of factors but has an increased demand. The population tends to have poorer health status among individuals with a greater need for health services. For example, there may be higher levels of long-term conditions such as those affecting the cardiovascular system and respiratory system. This practice has a higher than local and national average prevalence of asthma, atrial fibrillation, chronic obstructive pulmonary disease, diabetes, hypertension, obesity, depression and diabetes.

According to the latest available data, the ethnic make-up of the practice area is 95.4% White, 1.9% Asian, 1.6% Mixed, 0.5% Black and 0.6% Other.

There are a higher number of older people registered at the practice compared to the national average and a lower number of young people registered.

The provider is a partnership of 4 registered partners, 3 of whom are GPs. The provider employs a team of salaried GPs, 2 advanced nurse practitioners, 6 practice nurses, 6 healthcare assistants, a paramedic and a pharmacist. There are a team of reception and administrative staff as well as a deputy practice manager who provides managerial oversight. There is also a senior management team in place from the provider organisation.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by practices within the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.