

St Paul's Medical Centre





Inspection report

Dickson Road
Blackpool
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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 well-led?		Good	

Overall summary

We carried out an announced inspection at St Paul's Medical Centre on 16 June 2022. Overall, the practice is rated as Good.

The key question ratings are as follows:

Safe - Good

Effective – Good

Caring – Good - Carried forward from the last inspection in March 2016.

Responsive – Good - Carried forward from the last inspection in March 2016.

Well-led – Good

Following our previous inspection on 30 March 2016, the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

This inspection was a rating inspection to check the provider was complying with the regulations under the Health and Social Care Act 2008. We inspected three key questions to determine if the service is safe, effective and well led. We also collected evidence around access to the service in the responsive key question.

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 remotely using video conferencing;
- Completing clinical searches on the practice's patient records system and discussing findings with the provider;
- Requesting evidence from the provider for remote analysis;
- Further communications for clarification.

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;
- information from the provider, patients, the public and other organisations.

We have rated this practice as **Good** overall

We found that:

- The provider had established governance systems and processes to provide oversight of the operations of the practice;
- The practice team engaged fully in the inspection process and staff provided positive feedback on their experience of working at the practice and the support from leaders;
- Patients received effective care and treatment that met their needs however the monitoring of high-risk medicines was in need of review for some patients;
- The practice was actively engaged in quality improvement and clinical audit activities and had identified areas for development to ensure continuous improvement;
- 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 subject to the available resources of the practice;
- Emergency equipment and medicines were in place to ensure an appropriate response to a medical emergency;
- Systems were in place to manage infection, prevention and control.

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

- Review the management of patients prescribed high-risk drugs to ensure monitoring is being completed in accordance with recommended best practice guidelines;
- Remove blank prescription forms from printer trays, lock away when not in use or out of hours and ensure accurate records are maintained relating to the allocation and return to stock of prescriptions;
- Record the level of disclosure and barring service check undertaken for staff to ensure a clear audit trail;
- Update safeguarding procedures to include the correct contact numbers;
- Ensure the fire procedure (emergency plan) is updated to include the details of the fire marshals.

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

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 the lead GP using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to St Paul's Medical Centre

St Paul's Medical Centre is located in Blackpool at:

Dickson Road,

Blackpool,

Lancashire

FY1 2HH

St Paul's Medical Centre is situated in a purpose built building in the centre of the town close to public transport. There is ground floor level access to the front of the building where the reception, waiting area and male and female disabled access toilets are located. There are 13 consulting rooms on the ground floor together with a general office, staff toilets and storage rooms.

The first floor of the premises has an additional three consulting rooms, a large project room, a kitchen / breakout area, toilet facilities and additional office space that is used by the practice team. The practice is equipped with a hearing loop and parking spaces are available at the front and rear of the premises.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures; family planning and treatment of disease, disorder or injury.

St Paul's Medical Centre is situated within the Blackpool Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 11780. This is part of a contract held with NHS England.

The practice is part of a wider network of four GP practices called a primary care network (PCN) in the Central West Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (1 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 95.91% White, 2.01% Asian, 1.42% mixed, 0.32% Black and 0.34% other. Life expectancy for females is 77.6 years and 71.9 years for males, which is lower than the national average of 83.2 years and 79.7 years respectively.

St Paul's Medical Centre has a team of seven GP partners (three male and four female) and a salaried female GP who provided cover at the practice. The practice also employed a lead nurse and three practice nurses, a nurse practitioner, a pharmacist and a pharmacy technician, a paramedic and three health care assistants. Plans were in place to also recruit a physician and an additional health care assistant to the practice team.

The GPs were supported by a practice management team and reception/administration staff. This included a practice business manager, patient services manager, human resources manager, performance and targets manager, safeguarding and continuous improvement lead, patient journey and continuous improvement lead, an end of life lead, three secretaries, six administrators, a registrations lead, a prescriptions lead, a summarising and hospital letters administrator and a regulatory and compliance administration support clerk.

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 consultations. If the GP needed to see a patient face-to-face then the patient was offered a choice of appointment time.

The practice is open from 8:00 am to 6:30 pm on a Monday, Tuesday, Thursday and Friday. Extended access appointments are available on a Wednesday from 7:00 am to 7:30 pm.

Extended access appointments are also available via the Fylde Coast Integrated Urgent Care Service, where late evening and weekend appointments are available. The service offers pre-bookable and same-day routine primary care appointments with a range of clinicians including GPs, nurses and health care assistants. The out of hours service is provided by Fylde Coast Medical Service.

The practice is a GP teaching practice and accepts medical students.