

# Park Street Surgery

## Inspection report

Park Street  
Bootle  
L20 3DF  
Tel: 01519223577

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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 Park Street Surgery on 16 July 2021. Overall, the practice is rated as 'Good'.

The ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 12 November 2019 the practice was rated as Requires Improvement for providing safe and well-led services and overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a focused inspection that included a site visit to follow up on breaches of regulations identified at the previous inspection. We carried over the ratings of Good for the key questions of caring and responsive from the 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

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.**

# Overall summary

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.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

The provider had taken action to meet the requirement notices we served following the last inspection. These actions included: ensuring closer monitoring of patients prescribed higher risk medicines, improvements to the checks for the storage of emergency medicines and vaccines and increased security of treatment rooms. Systems for governing the practice had also been improved with staff having been provided with training in using the provider's IT system for reporting incidents and complaints.

Since the last inspection the provider has developed a programme of two cycle clinical audits to demonstrate improvements in care and treatment for patients. This was in line with our recommendation.

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

- Review the system of checks and searches used within the clinical record system to improve outcomes for patients.
- Review current recruitment procedures so that all required recruitment checks are completed prior to employing staff.
- Review the reporting of significant events to ensure all incidents and events are captured and acted upon.
- Formalise the review of consultations and prescribing for non-medical prescribers.
- Review how checks on emergency medicines and equipment are recorded.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## 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 by accessing the practice computer system remotely.

## Background to Park Street Surgery

Park Street Surgery is located in Bootle, Merseyside.

The practice is run by four partners three of whom are GP partners (1 female and 2 male). The team also includes two advanced nurse practitioners (ANP), a practice nurse, management team, reception and administration staff.

The practice is open 8.30am to 6pm Monday to Friday. Patients can access an extended hours service at another location until 8pm by pre-booked appointment.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they are then directed to contact the local 111 service to triage their symptoms and be forwarded to an out of hours or other service if appropriate.

Park Street Surgery is situated within South Sefton Clinical Commissioning Group (CCG) and provides services to approximately 5,800 patients under the terms of a General Medical Services (GMS) contract.

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

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