

Islington House Medical Centre

Inspection report

45 Everton Road
Liverpool
L6 2EH
Tel:

Date of inspection visit: 22/23/24 March 2022
Date of publication: 13/05/2022

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 Islington House Medical Centre on 22/23/24 March 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

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/reviews 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 practice site visit

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Liverpool. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

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.

Overall summary

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Recruitment checks were carried out in accordance with regulations (including for agency staff and locums).
- Effective measures were put in place to minimise the risk presented by the Covid-19 pandemic.
- Arrangements for identifying, recording and managing risks, issues and mitigating actions were in place.
- Patients' needs were assessed, and care and treatment were delivered in line with current legislation, standards and evidence-based guidance, supported by clear pathways and tools.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- We found that leaders were compassionate, inclusive and effective and staff we spoke with told us they were visible, approachable and supportive. We heard there was a strong emphasis on the safety and well-being of staff, particularly during the Covid-19 pandemic.
- The practice had systems in place to continue to deliver services, respond to risk and meet patients' needs during the Covid-19 pandemic
- The practice did not have an active Patient Participation Group at the time of inspection. Patient views were collated across the pandemic via the Friends and Family survey.
- The way the practice was led, and management promoted the delivery of high-quality, person-centre care. The service demonstrated a culture which focused on the needs of patients and commitment to driving improvement.

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

- Review the prescribing competence of non-medical prescribers.
- Continue to monitor and improve the uptake of the practice cervical screening programme and children's vaccination uptake.
- Review the records of 'do not attempt cardiopulmonary resuscitation' (DNACPR) conversations and decisions agreed with patients to ensure they are comprehensive and up to date.
- The clinical search results showed the practice should improve the systems in place to ensure that medicine reviews were taking place as required.

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

Background to Islington House Medical Centre

Islington House Medical Centre is located in Liverpool city centre at:

45 Everton Road

Liverpool

L6 2EH.

This provider was previously registered at a different location in the same neighbourhood of Liverpool. The practice relocated to a modern purpose-built NHS building at the above address. The new location was registered with CQC on 19 November 2020. 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 and surgical procedures.

The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) contract to a patient population of approximately 6330 patients. This patient population suddenly increased in April 2019 when the provider took over a nearby practice that had closed. At this time the provider undertook a recruitment drive to meet the increased demand, and system and processes had to be streamlined to ensure equitable and consistent care for all patients.

Islington House Medical Centre is situated in-between the Anfield and Everton ward of central Liverpool. 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. Over 50% of children in Anfield and Everton are living in poverty. Nearly 40% of households in Anfield and Everton with working aged residents have no working adults. Male life expectancy is 9 years less in Anfield and Everton than in more affluent areas of Liverpool. According to the latest available data, the ethnic make-up of the practice area is 8.4% Asian, 85.1% White, 2.4% Black 2.1% Mixed, and 2% Other.

There is a team of five GP partners who provide services at this practice and another location named Rutherford Medical Centre. There are two main GP partners working predominately at this practice. The practice has a team of advanced nurse practitioners, salaried GPs, practice nurse, healthcare assistants and they are all supported by a team of reception/administration staff. The practice manager is based at Islington House Medical Centre. The practice offers placements for F2 and ST1 trainee GPs.

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 needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally by Primary Care 24 (Merseyside) Limited where late evening and weekend appointments are available. Out of hours services are provided by Primary Care 24 (Merseyside) Limited also.