

Aston Healthcare Limited

Inspection report

Manor Farm Road
Liverpool
L36 0UB
Tel: 01514801244

Date of inspection visit: 18/11/2022
Date of publication: 22/12/2022

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 caring?

Requires Improvement



Overall summary

We carried out an announced inspection at Aston Healthcare on 18 November 2022. Overall, the practice is rated as good.

Safe - not inspected

Effective – not inspected

Caring – requires improvement

Responsive – not inspected

Well-led – not inspected

Following a previous inspection in September and October 2021 the practice was rated good overall and for safe, effective, responsive and well-led. Caring was rated requires improvement.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Aston Healthcare on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns from a previous inspection.

How we carried out the inspection

This inspection was carried out remotely and did not include a site visit.

This included:

- Conducting staff interviews using video conferencing.
- 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.

We found that:

- Although there was an improvement with patient satisfaction in the 2022 GP patient survey, results remained below local and national averages.
- There had been a change in management at the practice and a development plan was in place with a focus to improve patient satisfaction and actions were being worked through at the time of inspection.

Overall summary

- The provider had conducted their own patient survey in July 2022 which demonstrated an improvement in patient experience and satisfaction.

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

- Continue to complete actions identified in their improvement plan to improve the patient experience.

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 and reviewed evidence sent by the provider.

Background to Aston Healthcare Limited

Aston Healthcare is located in Liverpool at:

Manor Farm Primary Care Resource Centre

Manor Farm Road

Huyton

Liverpool

Merseyside

L36 0UB

The practice has branch surgeries at:

Camberley Medical Centre

Camberley Drive

Halewood

Liverpool

Merseyside

L25 9PS

Gresford Medical Centre

Pilch Lane

Huyton

Liverpool

Merseyside

L14 0JE

Knowsley Medical Centre

Frederick Lunt Avenue

Knowsley

Liverpool

Merseyside

L34 0HF

Leathers Lane Surgery

The Halewood Centre

Roseheath Drive

Halewood

Liverpool

L26 9UH

Whiston Primary Care Resource Centre

Old Colliery Road

Whiston

Liverpool

Merseyide

L35 3SX

Patients can access services at any of the practices.

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. These are delivered from all sites.

The practice is situated within the Cheshire and Merseyside Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 23246. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 96.8% White, 1.2% Asian, 1.3% Mixed, 0.4% Black, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of GPs who provide cover at the main location and all branch surgeries. They are supported by a team of advanced nurse practitioners and physicians associates. There are a team of nurses who provide nurse led clinics for long-term conditions at both the main and the branch locations. The GPs are supported at the main location and all branch surgeries by a team of reception/administration staff and a practice manager. A registered manager provides managerial oversight at both the main location and all branch surgeries.

The main location and branch surgeries are open at the following times:

Manor Farm Primary Care Resource Centre

8am to 8pm Monday to Wednesday

8am to 6.30pm Wednesday to Thursday

Camberley Medical Centre and Gresford Medical Centre

8am to 6.30pm Monday to Friday

Knowsley Medical Centre

8am to 7pm on Mondays

8am to 6.30pm Tuesday to Friday

Leathers Lane Surgery

8am to 8pm on Mondays

8am to 6.30pm on Tuesday and Friday

8am to 7pm on Wednesday and Thursday

Whiston Primary Care Resource Centre

7.30am to 6.30pm Monday and Tuesday

8am to 6.30pm Wednesday to Friday

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by PC24. This service can be accessed via NHS 111.