

Moore Street Medical Centre

Inspection report

77 Moore Street
Bootle
L20 4SE
Tel: 01519441066

Date of inspection visit: 16 November 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

Good



Are services responsive to people's needs?

Requires Improvement



Overall summary

We carried out an announced assessment of Moore Street Medical Centre on 16 November 2023. The assessment focused on the responsive key question.

Following our previous inspection on 21 March 2019 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 Moore Street Medical Centre on our website at www.cqc.org.uk.

The practice continues to be rated as good overall as this was the rating given at the last comprehensive inspection. However, we have now rated the responsive key question as requires improvement as a result of the findings of this focused assessment.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement

Well-led - Good

Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Our findings

Overall summary

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The provider organised and delivered services to meet patients' needs. They worked proactively and alongside other agencies to meet the needs of the patients and improve their experiences of care and treatment.
- During the assessment process, the provider highlighted the efforts they are making and planning to make to improve access to the service for their patient population. The effect of these efforts are not yet reflected in patient feedback.
- Patients were not satisfied with the arrangements for getting through to the practice by phone and their experience of obtaining an appointment.
- Complaints were listened to, managed appropriately and used to improve the quality of care.

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

- Produce a detailed plan as to how they intend to respond to patient concerns/feedback about access and their experience of making an appointment with an aim to improve 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 Health Care

Our inspection team

Our assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Moore Street Medical Centre

Moore Street Medical Centre is located in Liverpool, Merseyside.

The address of the practice is:

77 Moore Street

Bootle

Liverpool

Merseyside

L20 4SE

The provider is registered with CQC to deliver the Regulated Activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice is situated within South Sefton and falls under the Cheshire and Merseyside Integrated Care System (ICS) and provides services to approximately 6,300 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England.

The practice is part of a wider network of GP practices across South Sefton primary care network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 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 97.2% White, 1.1% Mixed, 0.9% Asian, 0.3% Black and 0.5% Other.

The service is run by a partnership of 2 GPs and the team includes a salaried GP, an advanced nurse practitioner (ANP), 2 practice nurses and 2 healthcare assistants. The GPs are supported at the practice by a practice manager and team of reception/administration staff.

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, some book in advance appointments and telephone consultations.

Extended access is provided locally by a federation of GPs and by Primary Care 24 Limited where late evening and weekend appointments are available. Patients can access the Out of hours service by calling 111.