

Picton Green Family Practice

Inspection report

Picton Neighbourhood Health & Children's Centre
137 Earle Road
Liverpool
L7 6HD
Tel: 01512953377
www.pictongreenfamilypractice.nhs.uk

Date of inspection visit: None
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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 caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced review at Picton Green Family Practice on 10 & 16 June 2021. Overall, the practice is rated as Good.

The rating for the key question followed up was:

Well-led – Good

Following our previous inspection on 11 December 2019, the practice was rated Good overall and for all key questions but Requires Improvement for providing well led services and the population group of people with long term conditions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Pitcon Green Family practice on our website at www.cqc.org.uk

Why we carried out this review

This review was a follow up review of information without undertaking a site visit inspection to follow up on the key question – Well-led and the population group of people with long term conditions.

We reviewed the breach identified at the last inspection of Regulation 17 HSCA (RA) Regulations 2014 Good governance. The regulation was not being met because:

- There was no clear documented system in place for continued work on improving patient outcomes.

We reviewed the areas where the previous inspection identified that the provider should make improvements, including:

- Systems and processes for managing complaints should contain comprehensive information.
- The whistleblowing policy should be updated to contain all of the information required to support staff to raise concerns about the service.
- Improvements for the uptake of health reviews for patients with long term conditions.

How we carried out the review

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 reviews differently.

This review 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 in line with all data protection and information governance requirements.

This included:

- Reviewing action plans sent to us by the provider.
- Requesting evidence from the provider.
- Speaking with the practice using video conferencing.

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

We have rated this practice good overall and for all key questions and population groups.

We found that:

- The breach of Regulation 17 HSCA (RA) Regulations 2014 Good governance had been addressed and clear documented systems were in place to improve patient outcomes.
- Systems and processes for managing complaints contained information for patients and staff.
- The whistleblowing policy had been updated and contained all of the information required to support staff to raise concerns about the service.

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

- Review and improve their complaints policy to ensure the acknowledgement time frame stated is clear for staff and patients alike.

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

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed the evidence.

Background to Picton Green Family Practice

Picton Green Family Practice is located in Liverpool at:

Picton Neighbourhood Health & Children's Centre

137 Earle Road

Liverpool

Merseyside

L7 6HD

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, 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**) to a patient population of about 3,740. This is part of a contract held with NHS England.

The practice is part of the Picton Primary Care Network (PCN). This is a wider network of eight GP practices within Liverpool.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (one 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 66% White, 11% Black, 9% Asian, 7% Mixed, and 8% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of one GP principle and two locum GPs. The practice has a team of one Associated Nurse Practitioner (ANP) who provide nurse led clinic's for long-term conditions. The GPs are supported at the practice by a team of seven administration staff. The practice manager provides managerial oversight and a non-clinical partner.

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 seen at the practice or a home visit could be arranged.

Extended access is provided by the practice Tuesday evenings from 6.30pm to 8pm. Out of hours services are provided by Primary Care 24.