

Roby Medical Centre

Inspection report

70-72 Pilch Lane East
Liverpool
Merseyside
L36 4NP
Tel: 01514491972
www.robymedicalcentre.co.uk

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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.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Overall summary

We carried out an announced comprehensive inspection at Roby medical Centre on 6 December 2017. The overall rating for the practice was good. The full comprehensive report on the December 2017 inspection can be found by selecting the 'all reports' link for Roby Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 16 May 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 6 December 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as GOOD.

Our key findings were as follows:

- Infection prevention and control had improved as cleaning materials were now stored in keeping with best practice guidance, all areas of the building were in sound repair and documented cleaning schedules were now completed.
- Suitable arrangements had been made to ensure patient consultations were always in a room that was a comfortable temperature.
- Recruitment and selection records contained all the necessary information to indicate that recruitment processes were robust.
- Medicines in the GP bags were documented and a check list in place to ensure all the medicines required were in place and expiry dates could be checked.

- Paediatric defibrillator pads and oxygen masks were now available.
- The provider had reviewed staffing and employed additional administration staff.
- Periodic safety checks had been implemented for example, legionella water temperature checks and annual fire-safety checks.

At our previous inspection on 06 December 2017 we rated the practice as requires improvement for providing safe services as:-

- The flooring in two private areas of the building were in poor repair and the nurses consulting room could be uncomfortably hot or cold due to the glass roof. At this inspection we found that repairs had been made as required and the nurse had access to another consulting room if the conservatory was an unsuitable temperature.
- A fire risk assessment was not in place. At this inspection we found that a fire risk assessment had been completed and the provider was taking action to complete the recommendations in the fire safety report.
- Evidence that recruitment and selection processes were robust could not be provided. At this inspection we saw evidence that the recruitment and selection processes were robust and complied with best practice guidance.

Consequently, the practice is rated as good for providing safe services.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team consisted of a CQC inspector.

Background to Roby Medical Centre

Roby Medical Centre is operated by Dr Nisha J Shah. The practice is situated at 70-72 Pilch Lane east, Liverpool, L36 4NP. The website is .

The practice is responsible for providing primary care services to approximately 1940 patients. The practice provides a range of primary medical services including examinations, investigations and treatments and a number of clinics such as diabetes, asthma and hypertension. The practice is a teaching practice and has medical students from the University of Liverpool.

The staff team includes the provider who is a GP, a salaried GP, a regular locum GP, a practice nurse, a practice manager and administration and reception staff. There are both male and female clinical staff.

Roby Medical Centre is open from 8am to 6.30pm Monday to Friday. Patients requiring a GP outside of these hours are advised to contact the GP out of hours service by calling 111.

The practice is in two semi-detached houses one of which has been converted into a GP practice. There is limited

space to offer further on-site services and parking is on the road outside the property. The building needs improvements to make this a more suitable environment for patients and staff. The practice is working with the Clinical Commissioning Group (CCG) to secure alternative premises however a definite date for this to take place has not been agreed.

The practice has a General Medical Service (GMS) contract. The practice offers a range of enhanced services including, learning disability health checks, childhood immunisations and vaccines and seasonal influenza and pneumococcal vaccines.

Following the previous inspection in December 2017 we took enforcement action in relation to recruitment processes and providing a suitable environment for patients and staff. The full comprehensive report on the December 2017 inspection can be found by selecting the 'all reports' link for Roby Medical Centre on our website at .

Are services safe?

The practice is now rated as good for providing safe services. At our previous inspection on 6 December 2017, we rated the practice as requires improvement for providing safe services. These arrangements had significantly improved when we undertook a follow up inspection on 16 May 2018. Staff records now contained all the required information to demonstrate their suitability for their roles and systems were in place to ensure safety checks were carried out at the premises.

Safety systems and processes

- At the previous inspection personnel files did not provide evidence that a robust and safe recruitment process was in place. At this follow-up inspection we saw significant improvements and all the required recruitment documents were in place to evidence that the required checks had been completed. We reviewed a number staff personnel files including the most recently recruited member of staff. The records included photographic identification and confirmation of address, previous employment history, a reference from the most recent employer, health declarations and qualifications as appropriate to the role. The provider had completed a Disclosure and Barring Service (DBS) check as required. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.)
- At the previous inspection the management of the premises needed to improve to ensure the safety of patients and staff. We saw improvements at this follow-up inspection. Systems, including checks and action plans had been put in place to promote safety including full fire safety and legionella risk assessments and action plans. The provider had taken steps to

improve the environment by replacing the flooring as required and ensuring cleaning products were stored in an appropriate area. A suitable alternative room was now available if the nurse's consultation room was too hot or cold.

- Since the previous inspection the infection and prevention policy had been reviewed and a cleaning schedule for the premises had been introduced.

Risks to patients

- At the previous inspection it was identified that there was insufficient administration staff to deal with the workload generated by the practice and the practice nurses' workload needed to be reviewed. At this inspection we found that additional administrative staff had been employed. The workload for the practice nurse had been reviewed and no changes were needed. The practice nurse worked five and a half hours a week and the provider confirmed that they were fulfilling their contractual requirements in relation to care and treatment. The practice nurse continued to use their professional judgement in relation to the time required for different appointments and health checks.

Safe and appropriate use of medicines

- At the previous inspection we found the system for managing medicines kept in the GP bags and prescriptions needed to improve; and the correct paediatric emergency equipment needed to be provided. At this follow-up inspection we found significant improvements. A medication check-list was now in use and this included confirming that medicines were in date. A record of the serial numbers of the prescriptions allocated to GPs was now kept so that these could be tracked. Paediatric sized defibrillator pads and oxygen masks were now in place.