

# Dr S C & A K Thakur Speke Neighbourhood Health Centre

## Quality Report

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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

Are services safe?

**Good**



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr S C & A K Thakur Speke Neighbourhood Health Centre on 28 June 2016. While the overall rating for the practice was good, the practice was rated as requires improvement for Safe. The full comprehensive report on the 28 June 2016 inspection can be found by selecting the 'all reports' link for Dr S C & A K Thakur Speke Neighbourhood Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk). There were a number of improvements that we identified at this inspection and breaches of legal requirements were also found. This included;

The areas where the provider must make improvements were:

- The provider must ensure that they have robust procedures and processes for the safeguarding of vulnerable adults and children. This must include the required training level suitable to all staff roles at the practice.

The areas where the provider should make improvement were:

- Ensure all staff have undertaken infection control training.

- Review the medicines procedures for the safe storage of prescription pads.
- Ensure that all comments and verbal complaints made by patients are listened to and acted on effectively.
- A risk assessment for the need to have oxygen on site in an emergency should be undertaken. According to current external guidance and national standards this equipment should be in place in all practices.

This inspection was an announced desk-based review carried out on 13 February 2017 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 28 June 2016.

This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The findings of this desk top review were as follows:

- The practice had addressed all of the issues identified during the previous inspection.

# Summary of findings

- The provider had reviewed the procedures and processes for the safeguarding of vulnerable adults and children. All staff had completed training appropriate to their level.
- All staff had completed infection control training.
- A new system for the safe security of prescription pads had been put in place.
- The practice has oxygen equipment in place for use in an emergency situation.
- The practice developed a new complaints management policy with supporting complaints information for patients.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice was rated as good for ensuring safe services. Evidence was provided for this desk top inspection to show that the practice had addressed all of the issues identified during the previous inspection. The provider had reviewed the procedures and processes for the safeguarding of vulnerable adults and children. All staff had completed training appropriate to their level. All staff have completed infection control training. A new system for the safe security of prescription pads had been put in place. The practice has oxygen equipment in place for use in an emergency situation.

**Good**



# Dr S C & A K Thakur Speke Neighbourhood Health Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

## Background to Dr S C & A K Thakur Speke Neighbourhood Health Centre

Dr S C & A K Thakur Speke Neighbourhood Health Centre is responsible for providing primary care services to approximately 3070 patients. The practice is a long established GP practice working in the centre of Liverpool in a very deprived area of the city. The practice has a General Medical Services (GMS) contract and offers a range of enhanced services such as flu and shingles vaccinations, unplanned admissions and timely diagnosis of dementia. The number of patients with a long standing health condition is about average when compared to other practices nationally. The practice has two GP partners, a number of long term locum GPs, a practice nurses, administration and reception staff and a practice manager.

The practice is open from 8am to 6.30pm Monday to Friday. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent

consultations and home visits. The practice treats patients of all ages and provides a range of primary medical services. Home visits and telephone consultations were available for patients who required them, including housebound patients and older patients. There are also arrangements to ensure patients receive urgent medical assistance out of hours when the practice is closed.

The practice is part of the Liverpool Clinical Commissioning group. The area is the third most deprived in the city. In addition it is estimated that the average household income is significantly lower than both the Liverpool and national averages. Unemployment is significantly higher than the city rate and 6.7% of the population are long term sick or disabled. People living in more deprived areas tend to have greater need for health services. The population is slightly younger than the city average with a greater percentage of children aged 0-4 years.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dr S C & A K Thakur Speke Neighbourhood Health Centre on 28 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as Good. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Dr S C & A K Thakur Speke Neighbourhood Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Detailed findings

We undertook a follow up desk top inspection of Dr S C & A K Thakur Speke Neighbourhood Health Centre on 13 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

### How we carried out this inspection

This inspection was carried out as a focused desk based review. The practice was contacted and a request was made to submit evidence to show that the practice had completed the improvements identified during their comprehensive inspection carried out on 28 June 2016. A range of information was submitted by the practice and reviewed by the CQC Inspector.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At our previous inspection in June 2016, we rated the practice as good overall but for providing safe services we rated the practice as requires improvement. The practice had clearly defined and embedded systems, processes and practices in place to keep people safe however, the following areas required improvement and action has since been taken by the provider:

- At our June 2016 inspection we identified a breach in regulations relating to the training in place for staff for the safeguarding of vulnerable adults and children. For this desk top inspection evidence was provided to show that arrangements had been reviewed and new systems put in place to safeguard children and vulnerable adults from abuse. These arrangements reflected relevant legislation and local requirements. Policies were accessible to all staff, this included safeguarding flow charts and new contact details. The practice has a lead

member for safeguarding. Information submitted showed that all staff had completed training on safeguarding children and vulnerable adults relevant to their role.

- In June 2016 we identified that staff had not completed infection control training. For this inspection information and training certificates was provided to show that all staff had now completed this.
- The security of prescription pads required improvement in June 2016 and the practice was recommended to make improvements to this. For this desk top inspection evidence showed that the arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal) had been reviewed. New protocols were put in place and information was provided to show that a log system had been put in place to improve security and records showed this had been implemented.
- Since the last inspection in June 2016 the practice has purchased oxygen for use in an emergency situation.