

Haydock Medical Centre

Inspection report

Woodside Healthcare Centre
Woodside Road, Haydock
St. Helens
WA11 0NA
Tel: 01744624360
www.modalitypartnership.nhs.uk

Date of inspection visit: 21 July 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 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 comprehensive inspection at Haydock Medical Centre on 21 July 2023.

Overall, the practice is rated as **Good**.

The key question ratings are as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led – Good

Modality Partnership registered Haydock Medical Centre with CQC in January 2023 following a merger with the previous provider. This is the first inspection of the service under the new provider.

During the inspection process, the practice highlighted efforts they are making to improve outcomes and treatment for their population. The effect of these efforts is not (yet) reflected in verified outcomes data. As such, the ratings for this inspection have not been impacted. However, we continue to monitor the data and where we see potential changes, we will follow these up with the practice.

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Speaking with a member of the patient participation group.
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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:

- The provider had established systems and processes to ensure good governance;
- Practice leaders had identified potential risk and areas for improvement and had developed action plans to mitigate risk and ensure continuous improvement;
- The way the practice was led and managed promoted the delivery of person-centre care and protected patients from avoidable harm;
- Patients received effective care and treatment that met their needs although the recording standard of medication reviews was in need of evaluation for some patients;
- Staff dealt with patients with kindness and respect and utilised social prescribing to help improve patient's health and wellbeing;
- The practice adjusted how it delivered services to meet the needs of patients so they could access care and treatment in a timely way.

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

- Take action to undertake structured management reviews in accordance with recommended best practice guidelines;
- Update complaints information and correspondence to include the contact details of the Cheshire and Merseyside Integrated Care Board so patients know how to escalate their complaints;
- Progress action plans to further improve access and cervical cancer screening and child immunisation uptake;
- Decommission the previous practice websites so that patients access the most up-to-date website for the provider;
- Embed into practice the provision of formal supervision for non-medical prescribers.

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 inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with the lead GP using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Haydock Medical Centre

Haydock Medical Centre is located in Haydock at:

Woodside Healthcare Centre

Woodside Road,

Haydock

St Helens

WA11 0NA

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.

The practice is situated within Cheshire and Merseyside Integrated Care Board and delivers General Medical Services (GMS) to a patient population to approximately 15,000 patients. This is part of a contract held with NHS England.

The practice is part of the Modality Partnership, an organisation operating across Sandwell, Birmingham, Walsall, Wokingham, Hull, Airedale, Wharfedale and Craven, Lewisham, East Surrey and St Helens providing NHS services to more than 450,000 patients. The partnership holds a corporate based organisational structure consisting of a national board, an executive divisional board, operational and clinical management groups, as well as management leads within these divisions.

Locally, the practice is part of a wider network of six GP practices called a primary care network (PCN) in the Newton and Haydock Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (4 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 98.6% White, 0.7% Asian, 0.3% Mixed, 0.2% Black and 0.1% Other. The age distribution of the practice population closely mirrors the local and national averages. There are approximately 7,544 female patients and 7,307 male patients registered at the practice. Life expectancy for females is 80.2 years and 78.3 years for males.

There is a team of 8 General Practitioners (GPs) that consists of a male GP partner, 3 female and 2 male salaried GPs and 2 female locum GPs. The practice also employs 3 consultant nurses, 6 advanced nurse practitioners, a paediatric advanced nurse practitioner, 2 practice nurses, a diabetic specialist nurse, a frailty nurse, an advanced clinical practitioner, 2 mental health practitioners and an assistant mental health practitioner, 4 clinical pharmacists, 2 health care assistants, 3 nurse associates, 2 occupational therapists, 2 pharmacy technicians and a women's health practitioner.

The clinical team is supported by a practice management team that consists of 2 practice managers, an assistant practice manager, a reception manager, a reception supervisor and an IT manager. There is also a team of 2 care coordinators, 9 administrators, 8 receptionists and two 2 secretaries.

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, telephone, on-line and advance appointments.

Extended hours appointments are available at either Haydock Medical Centre and/or Albion Street Clinic on a Monday morning and evening, Tuesday evening, Wednesday morning and evening, Thursday and Friday evening and Saturday from 9am to 5pm each week.

St Helens Rota provide a GP out of hours service to the population of St Helens and part of Prescott.

The practice is a GP teaching practice and accepts year one to five medical students and physician associate students from Edge Hill University.