St Mark's Medical Centre

Inspection report

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Southport
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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?	**Good**
Are services well-led?	**Good**

Overall summary

We carried out an announced comprehensive inspection at St Marks Medical Centre on 7 March 2019 as part of our inspection programme.

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 as good overall and for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Introduce a formalised system for the review of consultations and prescribing for non-medical prescribers.
- Increase the number of carers identified to ensure these patients are offered appropriate advice and support.

We saw areas of outstanding practice:

- The provider had introduced innovative IT systems for communication, task management, monitoring of care and treatment processes and monitoring effectiveness of care delivery through reports and audits. This led to improvements such as better communication, team problem solving, and the effective management of alerts and changes in guidance.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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. The team included a GP specialist advisor and a nurse specialist advisor.

Background to St Mark's Medical Centre

St Marks Medical Centre is located in Southport, Merseyside.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

St Marks Medical Centre is situated within Southport and Formby Clinical Commissioning Group (CCG) and provides services to approximately 13,600 patients under the terms of a Personal Medical Services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of six registered partners four of whom are GPs. The provider employs a team of salaried GPs, four practice nurses, an advanced nurse practitioner, three health care assistants, a reception and administrative team and management team.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy for the patient population is lower than national averages. There are lower than average number of patients under the age of 18 years.