

# Dr Maassarani and Partners

## Inspection report

Towerhill Primary Care Resource Centre  
Ebony Way, Kirkby  
Liverpool  
L33 1XT  
Tel: 01512444010

Date of inspection visit: 05 April 2022  
Date of publication: 20/05/2022

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

Not inspected

Are services safe?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an inspection at Dr Maassarani and Partners on 5 April 2022. We did not award a rating as we did not inspect the whole of the domains.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Maassarani and Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This was a focused inspection following information of concern being received by the Care Quality Commission. We looked at specific information in the following key questions:

- Safe
- Responsive
- Well-led

## How we carried out the inspection

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 inspections differently.

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

This included:

- Conducting staff interviews
- Requesting evidence from the provider
- A short site visit

## Our findings

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 found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The provider had recognised shortfalls in existing systems and processes for the service. A management team were responsible for reviewing and implementing revised systems and processes at the practice. This included review of clinical cover, mandatory training, staff supervision, staff appraisals and managing complaints.
- Staff felt there had been improvements to communication and their involvement in the operation of the service in the months prior to the inspection.

# Overall summary

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

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

- Continue to improve the induction and training programme for all staff.
- Continue to improve systems to provide training, professional development, supervisions and appraisals for staff.
- Continue to review and improve clinical staff rotas.
- Continue to improve governance systems and processes for the service.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector supported by a CQC team inspector . They undertook a short site visit to complete the inspection.

## Background to Dr Maassarani and Partners

Dr Maassarani and Partners is located in Kirkby, Liverpool at:

Towerhill Primary Care Resource Centre

Ebony Way

Kirkby

Liverpool

Merseyside

L331XT

The practice has a branch surgery at:

Melling Surgery

82-84 Waddicar Lane

Melling

Liverpool

Merseyside

L311DY

We visited Towerhill Primary Care Resource Centre to carry out this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning and treatment of disease, disorder or injury and surgical procedures These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Knowsley Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 10670. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the 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 97.8% White, 1.3% Mixed, 0.5% Asian, and 0.3% Black.

There are a lower number of older people registered at the practice compared to the national average and a higher number of young people registered.

Three GPs work at the practice along with two advanced nurse practitioners, three practice nurses and a physician's associate. The GPs are supported at the practice by a team of reception/administration staff. The deputy practice manager is based at the main location to provide managerial oversight. The human resources team work across all of the providers practices and are based at another location.

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 offered a choice of either the main GP location or the branch surgery.

Out of hours services are provided by Primary Care 24.